

ER

Winter 2017, £Free

E a s y R e s e t t l e m e n t

magazine

CHARITY

## Steve Thomas Roughing it out for our Heroes

Its OK not to be OK

THE MINISTRY OF DEFENCE

## Gold Award Winners

Employer Recognition Scheme

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Does aggregation matter?  
Some of you will have left the  
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# A Major wanted to understand the consequences of leaving after 16 or 20 years' reckonable service



FIGHTING FOR THE FORCES  
AND THEIR FAMILIES

*"Many, many thanks for such a comprehensive and rapid response; the detail is exactly what I needed and is far more positive than I had anticipated. I am extremely grateful for your guidance and recognise you are a very busy team, so thank you. We are most fortunate to have access to the services the Society provides."*

## PENSION HELP WHEN YOU NEED IT

We deal with hundreds of such pension enquiries every month from our Members (now c.50,000), helping them through the AFPS pension maze. Join us and see how we can help you. Or simply become a Member for the peace of mind of knowing we're here to help when you need us.

## VALUABLE MEMBERSHIP OFFERS

Our Members also have access to exclusive offers with significant discounts from trusted Affiliates including our exclusive no-age-limit Annual Travel Insurance Plan.



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FPS Travel



FPS Motoring



FPS Legal  
& Financial



FPS Personal  
& Home

## INDEPENDENT, NOT-FOR-PROFIT

At the Forces Pension Society, we value our independence. It enables us to serve the interests of the Armed Forces community as the Forces Pension watchdog. We hold governments to account, arguing for better pensions and campaigning against unfairness in the schemes. For example, our campaign won the right in 2015 for **all** future widows to retain their pension on remarriage.

## JOIN ONLINE NOW AND RECEIVE A FREE £150 RAMBLING & ADVENTURE HOLIDAY VOUCHER

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[www.forcespensionsociety.org](http://www.forcespensionsociety.org)  
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**ERE2017**  
(T's & C's apply).



## JOIN US AND GET MORE FROM YOUR PENSION

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# Does Aggregation Matter?

Some of you will have left the Armed Forces, re-joining a year or so later.



FIGHTING FOR THE FORCES  
AND THEIR FAMILIES

If you left with a preserved pension (PP) it is not affected by the pension rules in place for any new service *unless* you elect otherwise. When you aggregate you combine two periods of service so that they count as one, you are agreeing that the first period of service should be treated in line with the rules that apply during subsequent service.

**In this article Mary Petley of the Forces Pension Society looks at aggregation of AFPS75 and AFPS05 benefits. Although AFPS15 does not permit aggregation, aggregating AFPS75 and AFPS05 benefits can affect AFPS15 benefits.**

When a PP is awarded it builds up by Consumer Prices Index rises each year until paid out. AFPS75 PPs are payable at age 60 for pension earned up to and including 5 April 2006 and age 65 for service after that date. For AFPS05 PPs are paid at age 65.



If you are a Member of the Forces Pension Society and have any pension-related questions, contact us at [pensionenquiries@forpen.co.uk](mailto:pensionenquiries@forpen.co.uk). If you are not a Member but would like to know more about us, please visit [www.forcespensionsociety.org](http://www.forcespensionsociety.org).

Most people who re-join the regular Armed Forces go on to be promoted and receive pay rises. Once aggregated, preserved benefits will be counted in the individual's rank for pension at discharge for AFPS75 or at the individual's final pensionable pay (FPP) for AFPS05. The right to aggregate AFPS75 and AFPS05 preserved benefits is protected, which means that you can choose to aggregate, or disaggregate, at any point while you are still in active regular service. That is the theory, so let's look at a few examples:

## Example 1

Captain Jackson leaves the Army on 1 April 2003 after 6 years service with a PP. He re-joins on 31 March 2004 and leaves again on 31 March 2017 as a Major.

Award **without** aggregation: a second AFPS75 PP for his service up to 31 March 2015, an AFPS15 deferred pension (DP) payable at his State Pension Age (SPA) for his remaining service and an AFPS 75 Resettlement Grant.

Award **with** aggregation: an immediate pension worth about 90% of the 19 year rate for a Major, with a tax free lump sum of three times the pension, and an AFPS15 DP.

Clearly aggregation is attractive in this case.



## ABOUT THE FORCES PENSION SOCIETY

FPS is an independent, not-for-profit organisation that serves the interests of the Armed Forces community as the Forces Pension watchdog. We hold the government to account, arguing for better pensions and campaigning against unfairness in the schemes.

We know that the Resettlement period is a time when pensions come into sharp focus and there's a need to understand what the complex schemes

mean for the future. Our pension experts are on hand to help; they deal with hundreds of enquiries every month from our growing membership (now c. 50,000).

Membership of the Society not only provides access to pension help, it also offers a range of significant discounts on products and services from healthcare to travel insurance, cars to cruises, and finance to outdoor kit.

Join us for all these benefits and for the peace of mind of knowing we're here when you need us.

## Example 2

Sergeant Bilko leaves the Royal Air Force on 1 June 2004 after 12 years service. He re-joins on 1 June 2005 and leaves on 31 March 2018 as a Warrant Officer (FPP £49,283).

Award **without** aggregation: an AFPS05 PP for his service from 1 June 2005 to 31 March 2015 payable at age 65 and an AFPS15 DP payable at his SPA for his remaining service.

Award **with** aggregation: a single AFPS05 PP payable at age 65, and an AFPS15 DP payable at his SPA, PLUS immediate benefits from the Early Departure Payment (EDP) Schemes applicable to both AFPS05 and AFPS15. The EDP lump sums alone would amount to around £60K!

The EDP benefits are unarguably very attractive but, in making his decision, Sergeant Bilko needs to weigh up what he gains against the AFPS 75 benefits he could have received between age 60 and 65 when his AFPS 05 benefits become payable.

## Example 3

Lance Corporal Simpson has an AFPS75 PP having served for 7 years. She re-joined the Army, served a further 7 years and was discharged on medical grounds with a Tier 1 condition in Spring 2017. She was a Corporal by the time she left. The Tier 1 decision means that she is awarded preserved/deferred benefits payable at age 65 and her SPA respectively plus a Tier 1 lump sum based on her pensionable pay and length of service.

Award **without** aggregation: an AFPS05 PP, an AFPS15 DP plus the Tier 1 lump sum of about 7/8ths of her pensionable pay.

Award **with** aggregation: an AFPS05 PP based on the 12 years in AFPS05 (and her FPP at discharge), an AFPS15 DP and a Tier 1 lump sum of 14/8 (1.75 years) pensionable pay. Corporal Simpson may well find the higher cash sum on discharge a huge plus BUT she needs to weigh this up against the AFPS 75 benefits she could have received between age 60 and 65 when her AFPS 05 benefits become payable.

In the vast majority of cases individuals are better off aggregating but it is not a 'given' and, like Sergeant Bilko and Lance Corporal Simpson, you should analyse the figures carefully. ●

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## AN EXTRAORDINARY SERVICE

We recognise the skills and aptitude that forces staff have, especially when faced with pressurised situations.





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# Welcome...

Welcome to the Winter 2017 issue of Easy Resettlement magazine.



Within this issue you will be able to read about the 33 winners of the Ministry of Defence Employer Recognition Scheme (ERS) Gold Awards.

The Employer Recognition Scheme (ERS) Gold Awards is the highest badge of honour for organisations which have signed the Armed Forces Covenant and demonstrated outstanding support for those who serve and have served.

The ERS Gold Awards recognise employers who actively support the Armed Forces community in their workplace and encourage others to follow their lead. The award scheme, which attracts entries from companies in every part of the country and in both private and public sectors, has seen a rapid increase in participation since it launched in 2014. We have been featuring these companies in our magazines to highlight those actively looking to recruit service leavers and veterans, as well as supporting the reservists that are working within their companies. You can read about the winners on pages 8 to 16.

Easy Resettlement magazine is very proud to have an article written for us by Lt Gen Richard Nugee Chief of Defence People. The feature highlights the benefits that service personnel bring to business and how they can help bridge that chronic skills gap, pointing out that our Service Personnel are amongst the most technically trained and qualified

in the world and that to state our Armed Forces are diverse is an understatement, technical trades include; Aeronautical engineers, mechanical engineers, Marine Engineer Submariner, Weapons Technician, Cyberspace Communication Specialist to name but a few. We also have construction specialists who are qualified bricklayers, carpenters, painter and finishers, welders and fabricators. You can read the full article on pages 6 and 7.

Our regular featured articles from the CTP as well as information on the ELC enhanced Learning Credits scheme can be found in each issue, along with a Franchising for Veterans section from the BFA on pages 60 and 61 and Education Courses for Armed Forces with the Open University.

SSAFA have sponsored Easy Resettlement magazine so we have chosen to highlight some charities and good causes in this issue, showcasing the good work that many charities and individuals do to help and support those that need it most.

BFPO distribute our magazines to around 825 addresses in the UK and Overseas, this is in addition to the magazines we also give out freely at various CTP and Security Cleared Jobs events. We have an ever-growing list of subscribers who are sent a digital version by email, as well as sharing the magazine to over 200,000 Ex-forces personnel and Veterans through social media groups. You are also able to view and download each and every back issue from our website [www.easyresettlement.com](http://www.easyresettlement.com). All of which is made possible by our advertisers, so please do mention Easy Resettlement magazine and feel free to subscribe to our magazine, join our social media groups, meet the team at various events and let us know what you would like to read about in future issues.

We hope you enjoy reading this magazine as much as we do producing it for you.

**KIND REGARDS  
THE EDITOR**



# Service Leavers Bridging the Skills Gap

It is acknowledged that the UK is facing a chronic skills gap.



According to the Government's recent Employer Skills Survey (2015), almost a quarter (23%) of all UK vacancies are considered skills-shortage vacancies, meaning they are proving difficult to fill because the organisation cannot find applicants with the appropriate skills, qualifications or experience. If we also consider the Organisation for Economic Cooperation and Development (OECD) Programme for International Student Assessment (PISA) reports (2015), teenagers within the UK were the most likely to have low levels of literacy among the 23 countries surveyed, and second most likely to have low numeracy; Add to this recent figures from the Office of National Statistics on net migration; in the year to March 2017 a decrease of 81,000, driven by an increase in emigration, the future for UK employers looks decidedly bleak. Well, I am pleased to say that it is not all doom and gloom and there is unexploited employment resource in the form of highly skilled Service Leavers.

The Armed Forces have a long history of recruiting from across the societal spectrum, and today

is no different. Individuals who volunteer to serve in HM Forces are required to undertake robust training in order to meet strict minimum requirements; however, during basic training many will be offered the opportunity, and actively encouraged, to enrol on an Apprenticeship as part of their personal development. As this article goes to print there are currently circa 20,000 personnel currently undertaking Apprenticeships across the Army, Navy and RAF. Although MoD supported Apprenticeships have traditionally been linked to earlier stage training and development, there is an ongoing MoD wide drive to increase the number of higher and degree level Apprenticeships available to Service Personnel.

Our modern, highly sophisticated and agile Armed Forces work in synergy with state of the art equipment to ensure the defence of UK national interests at home and abroad. In order to maintain a round the clock defence capability our Service Personnel are amongst the most technically trained and qualified in the world. To state that our Armed Forces are diverse is an understatement, technical trades include; Aeronautical

engineers, mechanical engineers, Marine Engineer Submariner, Weapons Technician, Cyberspace Communication Specialist to name but a few. We also have construction specialists who are qualified bricklayers, carpenters, painter and finishers, welders and fabricators. As our Armed Force is expected to operate anywhere in the world, often at very short notice, we have our own support capability in the form of deployable Human Resource personnel, logisticians, chefs and medical support personnel. It is not uncommon for Service Personnel to be 'double hatted' which entails occupying an additional role such as a Physical Training Instructor, Diver, Ski Instructor or Rugby Coach, allowing individuals to develop interpersonal skills through physical activities.

However, our Armed Forces personnel are much more than just individuals who have achieved qualifications: these hard skills are underpinned by soft skills such as effective communication, working as part of a team and problem solving abilities, often tested under strenuous conditions. Good Leadership is pivotal for success in an organisation, but it is unquestionably paramount





within our Armed Forces, which is why we invest heavily in Command, Leadership and Management training built on our core values of Courage, Discipline, Respect, Integrity, Loyalty, Service, Excellence and Selfless Commitment.

In Jul 2017 The Open University published research titled 'The £2.2 Billion cost of the skills gap', which was subsequently briefed to MPs and Peers in the Houses of Parliament. The research is clear, more than half of UK employers (53%) are unable to find suitable candidates with the required skill, opting instead to hire at a lower level with the aspiration of using training to boost these new employees' skills and to bring them up to the level required for the role. The MoD have long recognised that supporting our Service Personnel with access to Higher Education, or professional development (upskilling), benefits both the individual; who feels a sense of achievement through personal development; and the organisation; which can draw on, learn and improve business practices through an individual's increased knowledge. During 2015-2016 circa 22,000 individuals utilised the highly successful Enhanced Learning Credits (ELC) scheme to obtain a Higher Educational, or professionally associated qualification. The OU study concludes that 'over the next year (2017-2018), employers are planning to change the type of training they offer to their staff, with the number of organisations in England offering apprenticeships expected to nearly double from 31 per cent, to 59 per cent'.

As Chief of Defence People, one of my key objectives is to ensure that we retain the right number of skilled Service Personnel within the Armed Forces, and we are working hard to implement changes across the MoD to ensure that Service Personnel feel appreciated, rewarded and nurtured, throughout their career. We use independent data such as Lord Ashcroft's Veterans Transition Review (2015) to ensure that policy

makers make evidence based decision which support our Armed Forces personnel and Veterans in an ever-changing, and potentially volatile environment. The MoD rightly recognises the uniqueness of Service Life, as such we provide a resettlement offer which is the final stage of in-Service through-life learning and personal development. The Resettlement service offered to all Service Leavers is delivered through the Career Transition Partnership (CTP), which is a contracted service between MoD and Right Management Limited that currently runs until October 2021. The level of service offered varies depending on the Service person's length of service or if special support (e.g. wounded, injured or sick) is required. In addition, Service Personnel are granted Resettlement Leave and financial advice. This highly successful partnership continues to provide our Service Leavers with employment, career

and Resettlement support for two years after leaving the Service.

As a nation, we cannot ignore that UK employers are finding it increasingly difficult to recruit skilled personnel into pinch point trades; indeed, the Home Office produces a detailed Employment Gaps list, for Immigration purposes, which states that Mechanical Engineers, Electrical Engineers, Health professionals, Secondary education teaching professionals, Engineering technicians, Aircraft maintenance and related trades, Chefs, IT specialist managers and welding trades, are all in great demand.

The Government's Employer Engagement Survey explains that the most common skills deemed to be lacking among existing staff are people with personal skills relating to workload management and teamwork. Specialist, job-specific skills were also widely considered to be lacking, along with complex analytical skills, especially among those in high-skill occupations such as Managers and Professionals. A sentence which resonated with me is that we have to break down the old divisions between education and working life; between conventional academic achievement and lifelong employability. In these difficult times, the OU is vocal in its encouragement that UK organisations need to adopt an agile workforce that can embrace change and meet new challenges. Supporting research suggests that seven in 10 (69%) businesses believe they will struggle to hire people with the right skills in the next 12 months, implying certain skills may take longer to build.

So what do we have to offer? I think that Veterans and indeed our serving

Reservists have many of the soft skills that most organisations are looking for. They work hard, working through adversity; they don't give up and are used to taking risk where appropriate. They instinctively know how to build and work within teams, whatever the complexity of the situation. Above all they adapt and learn - we have spent all of their careers teaching them to learn, to adapt to the situation not to the book and have invested a lot in their training and education. They have and understand purpose, and still, as part of that, want to give back, as they have spent a career serving others. And they are resilient - they are mentally and physically robust in most cases, more so than many others. And the extraordinary finding of recent research showed that their spouses, even though they have not served, often have the same ethos and many of the same behavioural abilities.

Three in five (58%) employers say the skills shortage has damaged their organisation. If, as an employer, you are seeking highly skilled individuals, with the relevant qualifications, managerial experience, drive, determination, someone who possesses unconstrained soft skills, often tested in a high tempo environment, you would be hard pressed to find a more suitable candidate than a Service Leaver. ●





Ministry  
of Defence

# The Ministry of Defence has announced the 2017 Gold

## About the ERS Awards

**T**he Defence Employer Recognition Scheme (ERS) publicly recognises the efforts of employers who have signed the Armed Forces Covenant to support those who serve or have served the country and their families. Forms of support include employment opportunities, granting flexible leave for deployed Reservists and their partners, fairer deals in the commercial market, coaching and mentoring of veterans and Cadet Forces Adult Volunteers, to name but a few.

If you are thinking of making a transition to a civilian job, check which organisations in the private or public sector have signed the Armed Forces Covenant or won an ERS award. Employers who have won Gold, Silver or Bronze should be top of your list as they are the ones which have demonstrated to be Armed Forces friendly and have initiatives in place to show their support. Visit: [www.gov.uk/government/publications/defence-employer-recognition-scheme/defence-employer-recognition-scheme](http://www.gov.uk/government/publications/defence-employer-recognition-scheme/defence-employer-recognition-scheme).



Wolverstans Solicitors, first ever law firm to win Gold



Balfour Beatty



City Hospitals NHS Foundation Trust



Forth Valley Chamber of Commerce Insight Day

This year 33 employers were recognised with a ERS Gold Award for going above and beyond in supporting the Armed Forces community. Read why they won. ●

### Airbus

Airbus's support for military personnel has grown steadily over the years and is now exemplary.

Airbus is a model employer of military talent from across the Armed Forces community. For their Reservist employees the business offers paid and unpaid leave for military training, and ensures that their positive stance is clearly communicated internally.

Airbus promotes the recruitment of Reservists by hosting and supporting events at national level. Recognising the value of work experience to those aspiring to work in the commercial aerospace industry, it offers placements to veterans, the wounded, injured and sick and Cadets. This year, the work experience programme will be rolled out across all business areas.

In support of military spouses, Airbus has launched a scheme in which managers can volunteer to coach on issues such as CV writing. It also offers home working or redeployment for the partners of mobilised Reservists.

Airbus encourages employees to fundraise for military charities, supports the Poppy Appeal and is an annual sponsor of the Royal British Legion's Festival of Remembrance.

*"Airbus has increased the amount of time off for training and has allowed me to be flexible and complete additional training courses, which benefits both the Armed Forces and Airbus as it brings in additional skills and experiences into both organisations."*

Marc Turner, Lead Design Engineer, Airbus and Army Reservist

**AIRBUS**





# Award winners

## Employer Recognition Scheme (ERS)

### Balfour Beatty

Since signing the Armed Forces Covenant in 2015, Balfour Beatty has shown determination in translating their Covenant pledges into far-reaching support.

The company welcomes Reservists, Service leavers and spouses into the workforce and regularly raises awareness of the value of military skills internally and externally. Balfour Beatty's Armed Forces Forum, which operates across the UK, focuses on the recruitment, retention, development and support of ex-military personnel. The Forum is making strides towards a greater Armed Forces community throughout the company.

Balfour Beatty recognises Cadets as excellent potential apprentices and actively seeks to attract them into the business.

The company's advocacy model is exemplary. By using internal communications channels to share staff case studies and celebrate military events such as Armistice Day and Reserves Day the company has built an Armed Forces-friendly culture across the organisation.

As a pro-active member of BuildForce, a construction industry initiative to recruit ex-Service workers, Balfour Beatty actively encourages other construction companies to offer training and employment to veterans.

*"Many Armed Forces leavers have transferable skills which are ideally suited to the construction sector. We recognise the business benefits associated with having a diverse workforce and are committed to offering a rewarding career, with opportunities for continued development."*

Paul Raby, Balfour Beatty Group Human Resources Director.

**Balfour Beatty**

### City Hospitals Sunderland NHS Foundation Trust

The Trust has provided longstanding support for the Armed Forces, particularly in championing the recruitment and retention of Reserves and veterans within the NHS.

Recognising that the skills Reservists and veterans learn while in service can be harnessed for the benefit of the NHS and patients, it has worked tirelessly to raise awareness of the value of transferable skills. The Trust's Armed Forces Champion encourages other bodies to sign up to the Armed Forces Covenant and assists them to identify Reservist employees and draft flexible HR policies.

The Trust contributes to military engagement events in the North East of England and has shared best practice in supporting Reservists and veterans amongst HR professionals across the health field.

It supports many military charities and has strong links with Forward Assist, a local charity providing advice, life-changing projects and opportunities to former service people who find it hard to adjust to civilian life.

*"I've been deployed to Afghanistan three times and the Trust's support has been amazing. I've been granted leave, colleagues have stepped in to provide cover and Trust members have sent me letters and parcels whilst deployed."*

Kelly Bennett, City Hospitals Patient Flow Manager and Army Reservist.

City Hospitals Sunderland NHS Foundation Trust

### Combat Pest Control

As a small business, Combat Pest Control has gone above and beyond its Armed Forces Covenant pledges, inspiring its supply chain and clients to support the military community.

With a strong and clear vision, the company has managed to remain an organisation employing only Armed Forces veterans. They achieve this by collaborating with the Career Transition Partnership and military charities such as Combat Stress, The Poppy Factory and Help for Heroes. Combat Pest Control also supports initiatives to educate and assist children in conflict areas.

The company celebrates Armed Forces Day and promotes the value of hiring Service leavers and Reservists, emphasising the positive impact their skills can have on small businesses.

Combat Pest Control has also engaged with military spouses and partners to help them form links that will allow them to find suitable jobs in the future.

Combat Pest Control is committed to the advocacy and support for meaningful employment for personnel injured in service.

*"It's been great working with Combat Pest Control, not only because they've trained and supported me in my career, but also because they do so much supporting the wider military community."*

Chris Girdwood, Combat Pest Control Technician and Royal Marines veteran.

**COMBAT**  
PEST CONTROL

### DHL

Since signing the Armed Forces Covenant in 2014 DHL's support for Defence has been exceptional and is set to grow even greater.

DHL has hired a veteran as Head of Military Engagement to lead on the company's plan to employ more Service leavers. In 2017 DHL offered full-time positions and work placements to over 35 individuals.

Key initiatives for Service leavers include a regular presence at recruitment fairs; CV advice; interview coaching; job advertisements in defence media; work placements; a careers page; a Service leavers' brochure; an Armed Forces Network; and skills mapping to make it easier for managers and applicants to understand where they can best fit into the business.

DHL offers model support for Reservists, ensuring that hiring managers fully understand Reserve service. It grants Reservists 10 days of paid leave for training and provides managers with clear guidelines to assist staff before and after mobilisation.

DHL has championed the value of recruiting from the Armed Forces in the trade sector press, and matches funds raised by staff for military charities.

*"Working for DHL has given me the confidence to get on in life and realise that although what I did in the Army was amazing, I now have an opportunity to have a successful second career."*

Sean Reilly, DHL Operations Manager, Army veteran.

**DHL**



## Ministry of Defence

# The Ministry of Defence has announced the 2017 Gold

### DXC Technology

DXC is firmly committed to delivering its pledges under the Armed Forces Covenant and to cementing best practice in its support initiatives.

DXC has gone the extra mile to encourage support for the Armed Forces community. It leverages its influence in the technology industry and across its supply chain to promote the Armed Forces Covenant and the benefits of recruiting from the military talent pool.

Members of DXC's senior management volunteer on Defence committees, contributing strategic and lower-level advice. DXC is also a strong voice on developing STEM skills to meet the needs of Defence and industry, and submits ideas to the Defence Gold Alumni's employability and skills working group.

The company has many veterans in its team and provides full support and encouragement to its Reservist employees who benefit from additional paid leave to attend training.

DXC celebrates Reserves Day and Armed Forces Day by hosting Reservist recruitment events. The company has also pledged to work with the Army Families Federation to explore opportunities to increase support for spouses.

*"With support from DXC, I've joined the Reserves and I'll be attending my Commissioning Course at Sandhurst next year. DXC has allowed me to take time off to go through the Officer selection process and attend unit training events. It is great to work for such a supportive employer".*

Mark O'Brien, DXC Regional Defence Security Lead and Army Reservist



### ER Systems Global

This South West company has built a strong reputation for being Armed Forces-friendly by welcoming veterans, Reservists and their families into the workforce, and ensuring they feel valued, motivated and supported. ER Systems has also encouraged other organisations within Gloucestershire to sign the Armed Forces Covenant.

The company actively recruits Service leavers through the Career Transition Partnership and offers personalised support to applicants. Understanding the challenges of military service, it offers flexible working opportunities and HR policies for Reservists, Cadet Force Adult Volunteers and spouses. Additional support is offered through its Armed Forces Network.

ER Systems has created Transitions 2 Success, a programme that brings together Gloucestershire business leaders to help train and mentor Service leavers to become business owners.

The company's Military Medic programme helps individuals to transfer their military medical skills to accredited civilian qualifications, creating a pathway for transition to new careers in the health sector.

*"After 30 years in the Forces, I didn't know how to make the transition to civilian life - that uncertainty was quite intimidating. ER Systems allowed me to make that transition without any pressure. They let me find my feet and mentored me to settle into my new career."*

Karl Holder, ER Systems Global Careers Development Officer, RAF veteran.



### FDM Group

FDM has shown strong commitment and drive in delivering its Armed Forces Covenant pledges.

FDM recruits, trains and places ex-Service personnel into consultancy roles with blue-chip clients in IT and other industry sectors, and has employed over 360 individuals since 2014. The company employs personnel from all military ranks and from all three Services, including Service leavers, veterans, Reservists, Cadet Force Adult Volunteers and military spouses. All FDM consultants receive on-going support, including mentoring and access to further training where required.

FDM established its Ex-Forces Programme in 2014. Run by former serving personnel, it provides Service leavers with a smooth transition, bridging the gap into the corporate world. FDM runs monthly insight days for Service leavers to find out about the programme and events for clients to highlight the benefits of employing ex-forces talent.

FDM celebrates Armed Forces Day, Reserves Day and Remembrance Day, and collaborates with the charity Walking With The Wounded through joint events and fundraising. The Group also works in partnership with PTSD Resolution to provide support.

*"FDM have been on hand to guide me through the world of consultancy. Two years on, I'm now working closely with the team to plan the next step of my career. It has been a perfect introduction to the civilian world."*

Matthew Devlin, FDM Consultant and Army veteran.



### Forth Valley Chamber of Commerce

The first Chamber of Commerce in the UK to be awarded Gold for supporting the Armed Forces, Forth Valley is a leader in promoting the benefits of hiring Service leavers and Reservists among its 170 members. Its positive approach has inspired other Scottish Chambers of Commerce to sign the Covenant and show their support.

From employment workshops and work placement opportunities to training and business connections, Forth Valley has established practical ways of assisting former Service personnel with their transition to a civilian career.

With the help of local Reserve units and Officer Cadets, Forth Valley has run four successful Leadership in Practice events, attended by local businesses. The aim of these events is to demonstrate the value of military training and the transferable skills that are applicable to the civilian workplace.

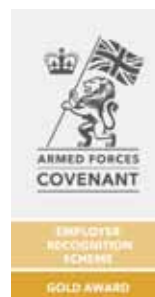
Forth Valley created and runs the Veterans into New Enterprise project, which has supported over 120 transitioning veterans and spouses. Some of these individuals have set up their own business or have moved into further training or education.

*"As I was approaching the end of my military career I took part in a month-long attachment with the Chamber. I had an insight into businesses of all types, exposure to business pressures and opportunities to show my transferable skills. The whole experience was hugely beneficial."*

Simon Talbot, Army veteran.







# Award winners

## Employer Recognition Scheme (ERS)

### General Dynamics UK

The company has demonstrated unparalleled commitment to Service leavers and the Reserves agenda and adopted best practice measures of support.

General Dynamics offers an additional 20 days of paid leave for their Reservists, 10 days for Cadet Force Adult Volunteers, and promotes its flexible HR policies internally and externally. It holds workplace Reserve recruitment events, encourages its employees to participate in team-building days with local Reserve units, and hosts open days and study days for Reservists on site.

Recognising the synergies between military skills and experience and those in demand within the business, the company works closely with the Career Transition Partnership and participates in the Armed Forces Transition Fairs in Cardiff to fill its job vacancies.

Keen to be proactive, General Dynamics encourages its Armed Forces network to give feedback on further support needed for members of the Armed Forces community.

The company supports and encourages suppliers and employees to collaborate with military charities.

*"General Dynamics has shown amazing support for our charity for many years by fundraising, sponsoring events and raising awareness. The company has also encouraged other organisations to support Defence and the Armed Forces community."*

Caroline Cary, Fair  
Organiser/Fundraiser ABT-  
The Soldiers' Charity.

**GENERAL DYNAMICS**  
United Kingdom Limited

### Hampshire Hospitals NHS Foundation Trust

Hampshire Hospitals NHS Foundation Trust has consistently demonstrated outstanding commitment to the Armed Forces and championed support for Service personnel.

The Trust has actively recruited Reservists, Cadet Force Adult Volunteers, Service leavers and the wounded, injured and sick, as well as military spouses.

Through an Armed Forces Champion and an Armed Forces Network it provides mentoring and opportunities for career development. The Trust stands fully behind its Reservist employees, offering a supportive leave policy that is also extended to Cadet Force Adult Volunteers.

One of the first Trusts to join the Step into Health programme, Hampshire Hospitals offers work attachments to those about to leave the Services, advertising opportunities through the Career Transition Partnership. It also offers employment, guaranteed interviews and work experience to military spouses.

The Trust advocates support for the Armed Forces community at national events and fundraises for military charities.

*"The Trust's attitude towards Reservists is really supportive; they always do all they can to accommodate my requests for days off to do training. I've been on the front line in the fight against Ebola in Sierra Leone and even learned how to ski."*

Rosie Dicks, Hampshire Hospitals  
Staff Nurse and Army Reservist.

**NHS**  
**Hampshire Hospitals**  
NHS Foundation Trust

### Hull City Council

One of the strongest and longest-supporting employers of the Armed Forces in Yorkshire and the Humber, Hull City Council (HCC) has spearheaded many successful initiatives.

HCC is the lead council in the region for the Armed Forces Covenant Partnership, which aims to strengthen support from local authorities. HCC's lead has ensured many councils adopt and build on best practice and take a consistent approach to supporting Armed Forces personnel.

HCC has built positive links with local units and funds a work club within a local Army unit to help Service leavers, veterans and Reservists into employment. The club has helped personnel and military spouses who are relocating to the area to find new jobs.

Other initiatives include reduced rates at leisure facilities for members of the Armed Forces community and free use of the City Hall for local units to hold recruiting events.

HCC provides annual funding for the Hull Armed Forces Forum which promotes housing, health, welfare, employment and education projects for local Armed Forces personnel, and is attended by 30 organisations.

*"My line managers and senior managers have always supported additional time off with pay for Reserves training, as well as supporting my deployments. Without the committed support of the Council, I would not be where I am today within the Army Reserve."*

Dave Sullivan, Hull City  
Council Senior Procurement  
Officer and Army Reservist.

**Hull**  
City Council

### Inverclyde Council

The Council has shown a strong commitment to its Armed Forces Covenant pledges and strengthened support among other council services and third sector partners.

Among key initiatives, it has formed a partnership with two councils in South Clyde to improve support for the Armed Forces, leading to a step change in the regional delivery of the Armed Forces Covenant.

Through the appointment of a Veterans' Support Advisor, access to the three councils' services for veterans, Service personnel, Reservists and their families has increased. The Council's initiatives have also contributed to full-time employment for over 70 ex-Forces and Reservist personnel in central Scotland.

Recognising the value of Reservists among its staff, the Council offers an extra 15 days of paid leave and has a well-promoted HR policy. It also keeps a voluntary register of Reservists and Cadet Force Adult Volunteers to communicate support on offer.

The Council has forged a strong relationship with large companies in the West of Scotland and taps into this network to assist Armed Forces personnel.

*"In the 14 years I've worked with Inverclyde Council I've been able to apply the skills and experience from my time in the military. The Council is an open, inclusive and supportive employer which has allowed me to pursue various career opportunities."*

Dougie Smith, Inverclyde  
Council Development Officer  
and Army veteran.

**Inverclyde**  
council



## Ministry of Defence

# The Ministry of Defence has announced the 2017 Gold

### Kuehne + Nagel

The company's approach to military recruitment and advocacy of the Armed Forces Covenant is outstanding.

Kuehne + Nagel attends military recruitment events, hosts insight days and works with the Career Transition Partnership to attract Service leavers. Its military recruitment programme has surged ahead, with 28 Service leavers being employed in the last 12 months. To ease their transition, it offers employed veterans mentoring services, delivered by ex-Forces personnel, across the UK.

The company supports Reservists, Cadet Force Adult Volunteers, veterans and their families with flexible policies and provides a guide for line managers to help them to better understand Reserve and Cadet service. It has invested in the appointment of a full-time military lead who has worked to enhance their Directors' understanding of Reserves and Service leavers.

Kuehne + Nagel regularly advocates support for Defence to industry peers and to other sectors, championing the business benefits of hiring military talent. The business is developing a formal advocacy model to help its supply chain recruit members of the Armed Forces community.

*"My civilian and military jobs complement each other very well; my military training has come in handy at work and vice versa and this is valued at Kuehne + Nagel. I've also managed to recruit two work colleagues into the Reserves in the same Squadron in Peterborough."*

Colin Martin, Kuehne+Nagel Shift Manager and Army Reservist.



**KUEHNE+NAGEL**

### Laing O'Rourke

The company has fully embraced the Armed Forces Covenant and developed supportive initiatives to help Service personnel and their families.

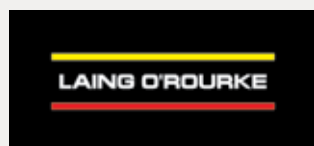
Through its involvement with BuildForce, a construction industry initiative to attract Service leavers, Laing O'Rourke has increased its recruitment from the Armed Forces. They have inspired veterans to pursue new careers and this has contributed to easing skills shortages in the industry. Understanding the impact of military service on families, the company has also welcomed military spouses as employees.

Laing O'Rourke has developed a military transition programme and succeeded in creating a strong mentoring culture, supporting Service leavers interested in the construction sector. It is also fully supportive of its Reservist employees, offering two weeks of paid leave for training and the option of additional unpaid leave if needed.

The company's military network helps promote Armed Forces Day, Reserves Day and supports the Poppy Appeal. Laing O'Rourke has worked with its supply chain to run a series of workplace engagement events around the country on Reserves Day.

*"I met with a Laing O'Rourke representative at an Armed Forces jobs fair. The company continued to support me as I transitioned from the military to the civilian world, which eventually led to a job on the Northern Line Extension Project."*

Ross MacGregor, Laing O'Rourke Assistant Logistics Manager and Army veteran.



### Liverpool City Council (LCC)

Liverpool City Council (LCC) has earned a reputation as one of the most forward-leaning, Armed Forces-friendly authorities in the North West. Host of this year's Armed Forces Day national event, the council has shown consistently high standards of support.

LCC employs many Service leavers, Reservists and spouses who are supported by an established Armed Forces network. It offers a guaranteed interview scheme for members of the Armed Forces community who meet the essential criteria for a post. Its inclusive HR policy grants additional paid leave for Reserve and Cadet Forces Adult Volunteer training.

This year, LCC launched a dedicated website for Service leavers – a one-stop shop of information to support successful transitions. It also collaborates with the Career Transition Partnership and Service charities to help veterans into employment.

LCC has been sponsoring Reserves and military transition awareness events aimed at young people, veterans, Service leavers and spouses since 2014. It has also set up a multi-agency Making It Happen Group to assist the veteran community across Liverpool.

*"We were proud to be the national host city for Armed Forces Day this year and our work with partners across the city is making sure that when people leave the service, they've got all the support they need to find a home, get a job and keep well."*

Councillor Ian Francis, Armed Forces Champion, Liverpool City Council.



Liverpool  
City Council

### Mabway Limited

Mabway's robust commitment to the Armed Forces community goes back many years and has translated into effective initiatives to support the wider Defence family.

The company has shown that it welcomes and values the skills of military personnel, hiring Reservists, Service leavers, veterans (including wounded, injured and sick), Cadet Force Adult Volunteers and military spouses. In the last two years, Mabway has doubled the number of Service leavers and Reservists it employs. To support employees, it offers flexible working, 10 days of additional paid leave for Reservists, and assistance through its Armed Forces network and Armed Forces champion.

Mabway makes its Armed Forces-friendly policy clear in all its recruitment activities. It collaborates with military charities to increase work opportunities for veterans and the wounded, injured and sick. In addition, Mabway takes an active role in improving understanding about the talent within the Armed Forces community. It encourages the employment of Service leavers among business partners and its network in the transport sector.

*"Mabway has been incredibly supportive of my parallel career in the Army Reserve. I've been able to attend career courses and exercises as part of my Army Reserve role. This has been through flexible working hours and additional paid leave."*

Olly Bevan, Mabway Ltd Operations Manager and Army Reservist.

**Mabway**  
Making A Better Way





# Award winners

## Employer Recognition Scheme (ERS)

### ManpowerGroup UK

ManpowerGroup is a prolific supporter of Defence and an outstanding advocate of its people. It has gone the extra mile to create new career pathways for veterans and military spouses and to inspire a positive approach towards Reservists across many industry sectors.

Each year, the company recruits and facilitates the appointment of hundreds of Service leavers among its client network. Recognising the importance of supporting military spouses, the company has launched a Spousal Employability Programme with the Army Families Federation, providing free one-to-one support. It has also recruited 20 spouses who benefit from paid leave during their partners' deployment and flexible working.

For Reservists, ManpowerGroup offers an additional 10 days of paid leave, with an extra five days unpaid for High Readiness Reservists.

ManpowerGroup is extremely proud of its serving and former serving employees and celebrates their accomplishments internally and externally. During Armed Forces Day this year it collaborated with City AM and the Evening Standard on features about the value of Reservists in the workplace.

*"Being a Reservist is really a second job and the biggest help that any employer can afford a Reservist is flexibility. Manpower has done just that, often accommodating last minute assignments and providing additional time and leave."*

Emily Griffiths, Manpower Account Manager, Army Reservist.



### Metropolitan Police Service

In the past three years, the Metropolitan Police Service (MPS) has led the way on Defence support and advocacy across the emergency response services in London and at national level.

The MPS is a major advocate of Reservists and Cadet Force Adult Volunteers among other police services, the London Fire Brigade, the London Ambulance Service and in the Civil Service. This has helped to significantly improve attitudes towards the recruitment of Reservists and other military personnel within the "blue light" services.

Recognising the skills and qualifications of military personnel, the MPS has doubled the quota of police officers who can serve in the Reserves. The force has created a positive work environment for Reservists and Cadet Force Adult Volunteers. Reservists benefit from an additional 15 days of leave and a dedicated HR specialist. Military spouses are also supported.

The MPS is working closely with Defence to identify opportunities to increase recognition of the skills and training gained by Reservists, and for veterans to transition smoothly into the service.

*"As a Reservist and police officer, I welcome the positive changes that MPS has adopted. The number of officers serving as reservists has doubled, leave provisions have improved and a supportive policy is in place. I feel both valued and valuable at the Met and the Reserves Forces."*

Sav Kyriakou, MPS Acting Detective Chief Inspector and Army Reservist.



### Morson Group

Morson Group has shown outstanding support for the Reserves Forces and Service leavers since 2014 and continues to develop its partnership with Defence.

The company fully supports mobilised employees with a dedicated Reserves champion assisting with pre-deployment and return to work. Morson celebrates the contribution of Reservists across the whole Group and its client network.

Morson has helped to establish the REME Aviation Reserves and its successes have been featured in regional and Defence media. This has provided a new career pathway for some of Morson's Apache attack helicopter technicians who are contributing their sought-after skills to a suitable Reserve role.

To demonstrate its continued commitment, Morson re-signed the Armed Forces Covenant in 2016 and has widened its support to spouses and veterans.

The company regularly advertises career opportunities for Service leavers in military magazines and through the Career Transition Partnership, providing tips on CV writing and interview skills at events and through the Morson website.

*"I have first-hand experience of the excellent career options Morson can offer those leaving the Forces. Morson has allowed me to develop as a manager and given me confidence in my role as part of the team which delivers to its Apache IOS contract."*

Jon Moon, Morson Contracts Manager and Army veteran.



### Network Rail

Network Rail has expressed its ongoing Armed Forces-friendly approach by developing significant initiatives and inspiring industry partners and its supply chain to match its support.

This year, the company has been instrumental in helping boost the reach of Armed Forces Day celebrations in major railway stations across the country.

Recognising the personal qualities and skills that Armed Forces personnel bring to the industry, Network Rail communicates its positive stance through its Forces Network as well as via its external channels, including social media.

The company's recruitment programme has provided many opportunities for Service leavers and veterans to join and develop long-term careers in diverse roles. It also stands firmly behind its Reservist employees, who benefit from 10 days of additional paid leave and HR support.

Network Rail collaborates with Armed Forces charities including SSAFA, Combat Stress and the Royal British Legion by allowing collections for the Poppy Appeal on its station concourses and encouraging its employees to take part in fundraising. The company also marks Armistice Day by holding wreath laying events at managed stations.

*"I've been a Reservist for 28 years and it's really important to me that I fulfil my obligations to the Army. I've been lucky to find an employer that is so committed to helping me to do that."*

Howard Smith, Network Rail Project Manager and Army Reservist.





## Ministry of Defence

# The Ministry of Defence has announced the 2017 Gold

### NHS Golden Jubilee Foundation

Golden Jubilee has a long track record of supporting Service personnel. It is committed to the continuous improvement and expansion of its strategic partnership with the Armed Forces.

The organisation prides itself on delivering high standards of quality, research and innovation within the healthcare sector. It has publicly recognised the value of the skills and commitment of Reservists and veterans to its specialist field.

For the last 14 years, Golden Jubilee has supported its clinical and non-clinical Reservist staff serving on overseas operations such as Afghanistan. The Foundation is determined to support members of staff who give their commitment to the Reserve Forces. It offers Reservists 10 days of additional paid leave and discounts on its business and leisure facilities.

The organisation is also proactive in recruiting veterans and military spouses as well as supporting the Cadet Force.

Golden Jubilee believes the Armed Forces Covenant provides reciprocal benefits. It shares best practice in patient care with the Army Training Centre and attends events to learn more about transferring military skills to its workplace.

*"The knowledge and experience I've gained as a Reservist has been vital for my personal development and work. I've always been made to feel that this is not only valued, but highly recognised as a positive contribution for the organisation."*

Michael Gallagher, Golden Jubilee Nurse and Royal Marines Reservist.



### North West Ambulance Service NHS Trust (NWS)

One of the first organisations in the region to sign the Armed Forces Covenant, the North West Ambulance Service (NWS) has made a real difference through its supportive initiatives.

NWS sees huge potential in the skills transfer of Reservists and Service leavers and has aligned its policies to maximise training and employment opportunities for the mutual benefit of Defence and the organisation. It employs approximately 32 Reservists who are fully supported on deployment and return to work. NWS also facilitates Reservist recruitment across the region by hosting events at its premises.

NWS embraces the Military Medic programme by providing a successful pathway for veterans and Service leavers to gain a nationally-recognised ambulance service qualification.

NWS is also supportive of military spouses and Cadet Force Adult Volunteers who are encouraged to train Cadets locally and at national competitions.

*"My Reserve role has taught me how to pull in multiple resources and manage them to achieve swift, successful clinical outcomes in challenging conditions. It has helped me provide better care to my patients and also advance my own career within the North West Ambulance Service."*

Dominic Gething, NWS Senior Paramedic and Army Reservist.



### Rhondda Cynon Taf County Borough Council

The Council has a proud history of delivering exemplary support for the entire Armed Forces community and its employees who have served or are serving in the Forces. It has made concerted efforts to lead other Welsh local authorities to sign up to the Armed Forces Covenant.

Following the signing of the Armed Forces Covenant, the Council has introduced a generous Reservist policy to support its staff in the Reserves, has held Army team building days with new recruits, celebrated Reserves Day and hosted recruitment events for the Reserve Forces.

Rhondda Cynon Taf Council has made a commitment to the Armed Forces Employment Pathways, which offers work experience and encourages job applications from unemployed members of the military community.

With grants from the Armed Forces Covenant Fund, the Council has supported a drop-in centre, helping ex-Service personnel access training and employment opportunities.

*"The Council has policies in place to support Reserves for deployments, exercises and courses. As a Reservist, I've had the full co-operation and backing of my line management to meet my Army requirements."*

Jason Hurford, Rhondda Cynon Taf Council Education Support Officer and Army Reservist.



### Shropshire Council

Shropshire Council has shown strong drive and creativity in its commitment to Defence.

It has encouraged 14 local businesses to sign the Armed Forces Covenant and show their support. Also, working with a local business, it has created a mentoring and employment support initiative, providing CV writing, interview skills and work placements for spouses or service leavers who wish to learn a new trade.

The Council celebrates Armed Forces Day by raising the flag and offers the military community free swimming sessions on the day. On Reserves Day, it encourages Reservists to wear their uniforms at work with pride and offers them a free meal in the canteen. It also encourages residents to salute the Forces on social media and businesses to promote and apply discounts to products and services.

The Council is proud of its Reservists. It grants 10 days' additional paid leave and ensures line managers' backing for mobilisation.

The Council has established an internal network for veterans and provides special support to wounded, injured and sick ex-Service personnel.

*"As an ex-member of the Armed Forces I am proud of the support that the council provides to those currently serving and those who have served their country. The Gold award is thoroughly deserved."*

Clive Gwilt, Shropshire Council Building Control Technician and Royal Navy veteran.







# Award winners

## Employer Recognition Scheme (ERS)

### Skanska UK plc

Skanska has demonstrated exceptional focus in welcoming people with a military background into the business and encouraging others to do likewise.

Skanska's support for Service leavers is robust with measures in place to help them to apply their knowledge, skills and experience to new roles in the construction industry. The company is also supportive of Reservists, Cadets and Cadet Force Adult Volunteers, all of whom benefit from flexible HR policies.

Skanska's key initiatives include a bespoke mentoring scheme for Service leavers, and changes to the recruitment process to ensure their skills are suitably translated and understood in the civilian workplace. The business collaborates with the Career Transition Partnership to promote vacancies.

Skanska celebrates Armed Forces Day and has frequently hosted Reserves' recruiting events. Employees are encouraged to use their volunteering days to help out with local Cadet projects.

Skanska's military network advocates to clients, their supply chain and joint venture partners on the importance of building a diverse construction industry that welcomes military talent and skills.

*"When I joined Skanska I was given an ex-military mentor who was a great sounding board for my transition. Two years in, I have now met many ex-military employees and feel the network has contributed to my success in my role."*

**Samantha Wilson, Skanska**  
Package Manager, Army veteran.

**SKANSKA**

### Sodexo UK and Ireland

Sodexo has been a proud and committed supporter of the Armed Forces community for many years and continues to look for new ways to step up its initiatives.

The company actively recruits Service leavers, veterans and Reservists in its catering, retail and leisure facilities and more widely across the business, tapping into the talent pool of ex-Armed Forces personnel provided by the Career Transition Partnership. It promotes its positive approach to the recruitment and retention of Defence people through all its external channels.

Sodexo's HR policies supporting Reservists are robust, offering additional leave and paid family leave before return to work after mobilisation.

Sodexo also welcomes military spouses into the workforce and provides a flexible environment, encouraging their transfer between Sodexo sites when service partners are posted.

The company has established an Armed Forces network to bring together employees with a military connection and produces "Partnering", a newsletter for this audience.

*"I feel greatly supported as a Reservist; the communication and understanding between my unit and Sodexo is fantastic, which really helps."*

**Sven Northwood, Sodexo**  
Catering Manager at Munster Barracks, Army Reservist.

**sodexo**  
QUALITY OF LIFE SERVICES

### South Central Ambulance Service NHS Foundation Trust

Since signing the Armed Forces Covenant in 2014 South Central Ambulance Service NHS Foundation Trust (SCAS) has consistently demonstrated a high level of support and advocacy for Defence.

Recognising the value of the skills and experience of serving personnel, SCAS employs approximately 20 Reservists and is keen to identify applicants with military experience during recruitment. Reservists are encouraged to speak at events to promote their role and are supported with flexible HR policies for annual training. SCAS also supports deployed Reservists and endeavours to accommodate shift changes to ensure Reservists working in operational roles can attend training.

SCAS has a military recruitment programme in place. Through collaboration with the Career Transition Partnership it has recruited over 80 Service leavers and spouses, regularly publicising new career opportunities through the Defence network. SCAS also employs former military staff, who may require assistance with past traumatic events, offering them access to a range of support services including counselling.

The organisation also contributes to resettlement publications, providing case studies to highlight its military recruitment process and opportunities to become part of the SCAS family.

*"Joining SCAS has provided me with a valuable second career, promotion opportunities and a lot of support. I look forward to coming to work, very much like I did when I was in the Army."*

**Martin Metcalf, SCAS Paramedic**  
Team Leader and Army veteran.

South Central Ambulance Service NHS Foundation Trust

### Transport for London

Transport for London (TfL) has embraced the Armed Forces Covenant by delivering tangible benefits for the Armed Forces community and encouraging support from its industry peers.

TfL champions the transferable skills of those leaving the Armed Forces within the transport sector, as it believes the industry can provide an ideal fit for the skills and talents of service leavers and Reservists.

In the last five years, TfL has worked with its supply chain to provide paid work placements to help wounded, injured or sick veterans back into employment. It has also focused on recruiting Service leavers and Reservists and continually advertises new positions through the Career Transition Partnership. The company offers insight days for ex-Service personnel, employment opportunities at TfL, and an Ex-Forces and Reservists Staff Network group for its current employees. In addition, it offers free travel to serving personnel when in uniform and to those with a Veterans Oyster card.

*"The skills I had developed in the Navy, like resilience and time management, were exactly what Transport for London were looking for when recruiting. It was a learning curve when I started as an assistant project manager, but I love my job and the responsibility that comes with it."*

**Richard Perkins, Assistant**  
Project Manager, Transport for London, Royal Navy veteran.

**TRANSPORT FOR LONDON**

The Ministry of Defence  
has announced the

# 2017 Gold Award winners

Employer Recognition Scheme (ERS)

## West Midlands Fire Service

West Midlands Fire Service (WMFS) is a long-time advocate of the Armed Forces and has made a real difference to personnel from all three Services.

WMFS sees huge value in the skills and personal qualities that Reservists and Service leavers can contribute to the organisation and has been a strong voice for them in the community. It complements its recruitment of military and ex-military personnel with robust measures to ensure that individuals feel valued and supported across the organisation. Reservists benefit from 15 days of paid leave and can apply for additional flexibility to attend training. To assist the integration of Reservists and Service leavers in operational or support service roles WMFS is putting a mentoring programme in place.

WMFS has been the driving force behind other fire and rescue services adopting its Armed Forces-friendly policies and procedures. The organisation supports military parades, Armed Forces Day and fundraises for military charities such as the Royal British Legion.

*"As a Reservist, I've had fantastic support and flexibility from WMFS, especially when it comes to my operational deployments and commitments. They recognise the value of the forces' community and continue to support us in the unique challenges we face."*

Dominic Mika, Watch Commander, West Midlands Fire Service and Royal Marines Reservist.

WEST MIDLANDS FIRE SERVICE

## Wiltshire Council

Wiltshire Council has raised the bar in its support and advocacy of the Armed Forces Covenant, encouraging partners and other organisations in the county to support the Armed Forces community.

Through the Military Civilian Integration Partnership, which was set up in 2006 and was the first in the UK, the Council has achieved impressive results bringing military and public services together to maximise the economic and social benefits of Wiltshire as a destination for military families. The initiative will ensure the Council and its partners can meet the needs of military personnel and their families, such as assisting Service leavers in their transition into civilian employment in the region.

Through its Wiltshire 100 programme, the Council has engaged leading businesses and encouraged them to consider the mutual benefits of employing military personnel.

The Council is an employer of veterans and Reservists who benefit from two additional weeks of paid leave for training. It strengthened its commitments by re-signing the Armed Forces Covenant this year.

*"The Council's support to staff volunteers is invaluable in terms of additional leave to support activities of the Cadet Force. This leave provides vital opportunities to further develop our military skills, which in turn benefits both the Cadets and Wiltshire Council."*

Peter White, Wiltshire Council, Enforcement Manager and County Training Officer - Cadet Force Adult Volunteer.

Wiltshire Council  
Where everybody matters

## Wolferstans Solicitors

This Plymouth law firm has upheld the values of the Armed Forces Covenant for several years. The first law firm to be awarded Gold, Wolferstans has inspired other firms in the legal profession to follow its lead.

Wolferstans' extensive initiatives for Reservists and Service leavers are commendable. Recognising the value of their transferable skills, the firm promotes Reserve service opportunities among its 180 employees and grants additional leave to fulfil military duties or to explore further opportunities in the Reserve Forces.

Offering work experience and advice on law career options for Service leavers, Wolferstans also promotes and sponsors a veterans' employment fair that is now a firm feature in Plymouth's recruitment calendar.

Wolferstans offers free legal clinics to Service personnel and veterans and free telephone and email advice to deployed personnel. It also contributes to military charities such as SSAFA and Help for Heroes and supports key military events including the Plymouth Poppy Appeal and Armed Forces Day.

*"After a 19 year career in the Royal Navy, I am incredibly proud to work for Wolferstans; they've encouraged me every step of the way with my new career and supported me and other employees from the Armed Forces community through workplace policies."*

Natasha Mason, Armed Forces Coordinator at Wolferstans and Royal Navy veteran.

Wolferstans  
SOLICITORS

## X-Forces

X-Forces has supported the Armed Forces Covenant by developing a blueprint for the self-employment of military personnel.

The company employs several members of the Armed Forces community, has supportive HR policies in place and offers guaranteed interviews to veterans, service leavers and spouses.

In the last four years, X-Forces has supported the launch of over 1,100 businesses started by service leavers, veterans, spouses, family members, reservists and cadets over the age of 18, including individuals from the Wounded, Injured and Sick (WIS) community. Through collaboration with large UK companies, X-Forces has been proactive and inspired and encouraged support at a national level, allowing members from the wider military community to start and scale-up their business ventures through training, mentoring and loans. X-Forces has encouraged big businesses to tap into the talent and skills within the Armed Forces start-up and scale-up community, thus increasing career opportunities in several industry sectors.

X-Forces supports many initiatives including the Poppy Appeal, Armed Forces Day and others across all media channels and continues to raise awareness of the value of the contribution of the Armed Forces to the UK's prosperity.

*"I have received financial and professional support from X-Forces throughout my journey with Dorking Brewery. This has enabled me to grow the business faster than I imagined. I have employed new staff, including a blind veteran, thanks to X-Forces."*

Neel Singh, Dorking Brewery owner and Royal Navy Reservist.

FORCES  
BUILT TO LAST  
ENTERPRISE





## Aspire Defence Services Ltd wins MOD award for supporting Armed Forces employees

**A**DSL is one of only 16 organisations from the South West region chosen to receive a 2017 Silver Defence Employer Recognition Scheme Award from the Ministry of Defence, acknowledging its continued support to employees in the business with a Forces background.

The Defence Employer Recognition Scheme (DERS) encourages employers to support Defence and align their values with the Armed Forces Covenant, which works with businesses, local authorities, charities and community organisations to

Aspire Defence Services Ltd (ADSL), a facilities management business supporting the Army across Salisbury Plain and at Aldershot, has won a key MOD award in recognition of the employment opportunities it offers to members of the Armed Forces community.

support the Forces through services, policy and projects.

Businesses are nominated by a third party for the Award, which is presented to employers who demonstrate flexibility towards annual training commitment and mobilisation of Armed Forces and Reservist employees. In addition, businesses support military spouses and partners as well as raising awareness of career opportunities with the Reserves.

Aspire Defence is contracted by the Defence Infrastructure Organisation to build and manage soldiers' living and working accommodation across Salisbury Plain and at Aldershot.

A broad variety of facilities management services are delivered on the garrisons by ADSL, including catering, office services, building and grounds maintenance, waste management, transport services and stores.

As well as working alongside the Army to ensure soldiers have the best possible environment in which to live, work and train, ADSL is playing a key role in supporting the career aspirations of Armed Forces personnel. Many staff have served in the Armed Forces and have gone on to take up roles across the business including building maintenance and technical services,

Mark Carr, Managing Director, ADSL said:

*"We have a very strong connection with the Army and 'Community' is a key element in our business strategy so I was proud to sign the Armed Forces Covenant earlier this year. To go on to receive the Silver MOD Defence Employer Recognition Scheme Award is a great honour and a highpoint for the business in 2017."*

transport and stores. Many are in managerial posts. ADSL has also supported serving Army personnel on work experience schemes, where their expertise can help to prepare soldiers for technical roles within the Army.

The Award was presented at a prestigious ceremony in October by Her Majesty's Lord-Lieutenant for the County of Wiltshire. ●



# Let's shape **your** world together

## Kier Highways is recruiting for highways maintenance operatives across the UK

**Kier** is a leading property, residential, construction and services group which invests in, builds, maintains and renews the places where we work, live and play. We operate across a range of sectors including defence, education, housing, industrials, power, transport and utilities. Listed on the London Stock Exchange, we are a constituent of the FTSE 250 Index, employing over 20000 people.

**Kier Highways** is responsible for maintaining the road networks on a number of contracts across the UK.

We are a specialist roads asset maintenance and management business, carrying out maintenance contracts and projects. We design roads, bridges and intelligent transport systems (ITS), covering strategic and nationally important roads, as well as local roads serving a range of communities. We also have dedicated design centres all over England.

Our projects range from major improvements to complete renewals of roads and structures. With specialist teams, we manage complex works from conception through to handover at the end of the maintenance periods.



We are responsible for maintaining over **50,000km** of local authority and strategic roads



**Head office:** Kier Group plc, Tempsford Hall, Sandy, Bedfordshire SG19 2BD **T: 01767 355000**



### What are the key responsibilities of a Highways Maintenance Operative?

These employees are responsible for providing a 24/7 support function to maintain the local road networks by delivering:

- Traffic management installations
- Winter maintenance services to keep the roads snow and ice free
- Support to the emergency services to ensure road safety
- Routine works to maintain roads to meet the standards of the client
- The installation, maintenance and repair of road barriers, kerbs and paving
- Response to incidents/emergency situations that could cause hazards to the public

### What do we look for in our employees?

Kier is always on the lookout for enthusiastic, forward thinking and collaborative individuals who show a passion for what they do. It is important that our staff enjoy their job and embrace the industry.

Highways maintenance operatives need to be able to adapt to different situations and have a good awareness of associated safety risks. Being able to think on your feet and provide innovative solutions to problems is important in the role. Flexibility to work both day and night shifts is also necessary.

### What support are Highways Maintenance Operatives given when they first join Kier?

All new employees are given a full induction that covers Kier policies around health and safety, fleet, PPE and drugs and alcohol testing.

New starters are put on both a half day temporary traffic management basic course and a half day manual handling course, to ensure they have the basic knowledge required before going out on the road network.

During their first few weeks, new employees will have regular meetings with their line manager and are provided with additional support to ensure they are settling in to the company and their role smoothly.

### What career progression opportunities are there for Highways Maintenance Operatives?

We encourage career progression for employees who show ambition and a drive to develop. At Kier, we hold one-to-one yearly performance reviews where we set goals and discuss opportunities for career progression with our

employees. In addition to this, our line managers also have ad hoc conversations around job satisfaction and opportunities for promotion.

Over the past few years, a number of our highways maintenance operatives have shown an interest in progressing and have since moved in to positions as gangers, supervisors and depot managers.

As a company, we specialise in a number of sectors such as construction, civil engineering and housing maintenance. Employees are not restricted to the business unit where they first joined and are given the opportunity to move between different disciplines and divisions.

### What is our application process?

Once the Kier recruitment team receives your application, it will be forwarded on to the relevant hiring manager to review.

We operate on a single interview basis which will be an interview covering both behavioural and competency based questions. All candidates who attend an interview will receive feedback regardless of the outcome.

If we wish to make you an offer of employment, the Kier recruitment team or hiring manager will be in touch to discuss the details of the offer.



*"We have recruited various ex-service personnel on our Strategic Highways contract to date with great success where individuals have clearly demonstrated their determination, commitment and excellent attributes to work within the teams. They have proven that their skills and experience they bring to the industry are 100% transferable from their time in the forces with the drive and ability to develop further."* **Scott Farthing, Kier Highways Operations Manager**

### Make the journey, leave a legacy

Bring your talent and ambition to Kier and you will be given the scope and opportunity to invest in your own future, to build your expertise and contribute to a rich and diverse culture.

Let's shape your world together!

We employ more  
than **3,100** people,  
**12%** are apprentices  
and graduates



If you demonstrate the Kier Values: Collaborative, Forward Thinking and Enthusiastic and would like to help Kier Highways keep our world on the move, please apply by submitting an application through our careers website: [www.kier.co.uk/careers](http://www.kier.co.uk/careers)

Alternatively, please email a copy of your CV to: [Highwaysjobs@kier.co.uk](mailto:Highwaysjobs@kier.co.uk)

[www.kier.co.uk/highways](http://www.kier.co.uk/highways)



### AWS re:START FOR THE MILITARY

AWS re:Start training and work placements for the Armed Forces, including reservists, veterans, service leavers, and service spouses will be delivered through the Ministry of Defence and the Career Transition Partnership (CTP). AWS is also proud to have signed the Armed Forces Covenant, which establishes how businesses support members of the UK Armed Forces community and guards against discrimination returning service men and women may face when entering the civilian workforce.

Chris Smith, one of AWS re:Start's most recent graduates, was initially offered a two-month job placement at cyber-security consultancy group Securestorm, which has since turned into a full-time position.

Chris spent five years serving in the Armoured Vehicle Royal Engineers (AVRE) before suffering an injury which prevented him from re-joining. Once discharged from the military Chris spent a year in rehabilitation. Unsure about to what to do next, he began to do some research on potential career paths.

"I was initially lost, but once I found out about the opportunities within cyber security and the support available to me, I knew this was my future. It's not all about what you know. It's about what you can learn, what you can achieve and your ability to pick new things up and adapt to new environments," explains Chris.

"AWS re:Start and the job placement at Securestorm gave me direction, confidence, and re-assurance which is vital to anyone who is coming out of the military and pursuing a completely new avenue. Most folks do not realise how daunting the transition to civilian life can be!"

The education Chris acquired at AWS re:Start gave him the tools and practical know-how to succeed in his current position, as a Sub-Security Consultant. A key area of focus in his job is advising clients on the advantages of cloud computing.

Tony Richards at CTO Securestorm said: "I generally find you have to make more considerations about civilians than you do ex-military; ex-military will turn up they'll do the job, civilians not so much."

AWS looks forward to following graduates progress and success stories like Chris's and invites the next group of veterans and their spouses to sign up for the AWS re:Start programme.



# AWS re:Start

## Training and Job Placements in the UK

Earlier this year Amazon Web Services (AWS) launched AWS re:Start, a training and job placement programme, designed to educate young adults, military veterans, members of the military reserve, those leaving the Armed Forces, and service spouses on the latest software development and cloud computing technologies.

Working with QA Consulting (an AWS Partner Network (APN)

Training Partner), The Prince's Trust, the Ministry of Defence (MoD), Experis and Sage, AWS re:Start aims to see 1,000 people be given the knowledge and skills to build a career within the digital economy.

The AWS re:Start programme is a full-time four-week training course, designed to accommodate differing levels of experience. Even those with no previous technical knowledge are encouraged to sign up. Participants who join AWS

re:Start will complete technical training classes, led by AWS certified instructors, and gain experience through on-the-job training. They will learn about multi-tier architectures, application programming interfaces (APIs), and microservices, giving attendees the knowledge and skills needed to help businesses build secure, elastically scalable, and highly-reliable applications in the cloud. Training content for the





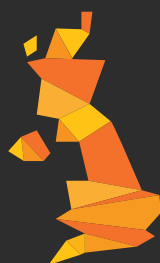


For more information and updates on where and how to apply for AWS re:Start, please visit: [aws-restart.com](http://aws-restart.com).

AWS re:Start program is curated by AWS in collaboration with QA Consulting, who deliver the training courses. In addition to the training and placement, service leavers are offered support throughout the transition via a mentoring scheme specifically tailored to them.

AWS customers and APN partners who have committed to offering participants of the AWS re:Start programme job placements include BBC, Direct Line Group, KPMG, Securestorm, Sony, Splunk and Telegraph Media.

Participants completing the programme can expect to be eligible for many different technical positions within these companies, including highly sought-after entry level positions, such as first line help desk support, IT support analyst, software developer, IT support technician, network engineer, IT recruitment consultant, and IT sales roles. They will also gain the fundamental knowledge needed to immediately start working with AWS and building their own technology start-up business.



**AWS  
re:Start**

## Are you interested in a career in technology?

Amazon Web Services have a brand new programme called AWS re:Start. A free training and job placement programme running throughout 2017 which aims to equip service leavers, reservists, veterans, cadets, cadet force adult volunteers and spouses with the knowledge and skills to build a career within the digital economy.

AWS re:start is designed to accommodate different levels of experience - even if you have no previous technical knowledge or experience in the tech sector you can still apply.

Once you've completed the training we will provide a work placement with one of our customers or partners. The Sage Veteran Programme will provide a specifically trained mentor for each veteran who will give 1-2-1 support to guide you through your initial placement.

Many of the UK's leading businesses have already pledged roles including; BBC, Direct Line Group, KPMG, Securestorm, Sony, Splunk and Telegraph Media

**Get free training – Gain work experience – re:Start your career**

Find out more or register your interest:

[aws-restart.com/](http://aws-restart.com/)





# MORRISON Utility Services

A part of **MGroup**Services





Morrison Utility Services is part of a group of businesses that have evolved to address the needs of our clients across essential regulated markets, with focus on utility services to owners of significant infrastructure assets in the electricity, gas, water and telecommunications sectors. We have national coverage with offices throughout the UK, an experienced workforce and management team numbering in excess of 6,500 with an annual turnover nearing £1billion and growing.

### DELIVERING WHAT WE PROMISE

Our clients have chosen Morrison Utility Services because we are highly experienced in being able to deliver all the design, engineering and technical challenges involved in the utilities sector, leaving our team to concentrate on other aspects of their business, happy in the knowledge that we will deliver the solutions required to meet their requirements and timescales – on time and cost effectively. As an employer we provide the best training to equip you for a new role within the utilities industry, providing you. We are committed to delivering exceptional customer service through safe, innovative and commercial environments which build strong, long-term relationships.

Our people provide our competitive advantage in challenging sectors. Our continued growth and success creates excellent developmental opportunities alongside fulfilling and rewarding roles which make best use of our people's skills and expertise. Morrison Utility Services is proud to support the UK Armed Forces community including Veterans, Reservists and Wounded, Injured and Sick



veterans. The skills and experience you will have picked up in the Forces are easily transferable to the kind of work we do at Morrison Utility Services. We are actively engaged with The Career Transition Partnership and other ex-forces organisations to promote the Utilities sector as the next step for your career.

We are also delighted to have received the Bronze Award from the Armed Forces Covenant Employer Recognition Scheme (ERS).

The ERS recognises commitment and support from UK employers for current and former defense personnel. Awards are

given to employer organisations that pledge, demonstrate or advocate support to defense and the Armed Forces community.

Transition to a new career is often challenging but at Morrison Utility Services we have people across a range of occupations and locations that have already made the transition successfully with us and are just waiting to help you too.



If you want to make the best use of the skills you gained in the forces, are a team player with a strong work ethic, excellent communication skills and a desire to work with a highly customer centric organisation, then we want to hear from you.

You will be working for the leading utility services provider across the gas, electricity, water or telecom sector with excellent career, training and development opportunities! If you want to find out more please email your CV to [resourcing@morrisonus.com](mailto:resourcing@morrisonus.com) Or call 07525 161117. ●





# SSAFA's mentoring service

Transitioning out of the Forces back onto civvy street can be a daunting prospect for some, due to a sudden loss of support network and familiar surroundings.

**A** new life away from the military can prove to be very different challenge for ex-personnel – especially when that new challenge has come around unexpectedly due to becoming wounded, injured or sick.

The task of settling back into civilian life is made all the more difficult by an injury or illness, which is where SSAFA's Wounded Injured and Sick (WIS) Transitional Mentoring Service comes into play.

- The mentoring service offers one-to-one support during the transition period and afterwards for up to a year. The service offers:
- Readily accessible one-to-one support throughout the transition into civilian life

- A dedicated and trusted mentor who gives you space to explore your ideas and feelings
- Unconditional and consistent collaboration from another person to help you reflect on your strengths
- Support to draw on your own strengths, develop your own strategies and work out your own values
- Help for your family

The aim of each dedicated mentor is to empower each service leaver, or family member, to develop their own strategies and achieve future aspirations. SSAFA Mentoring follows a holistic view and takes into account the mentee's situation as a whole; including family, employability and support network around them. ●



## WHO WE ARE

We are SSAFA, the Armed Forces charity. We provide lifelong support to those who are serving or who have ever served in the Royal Navy, Royal Marines, British Army or Royal Air Force, and their families.

## WHO WE HELP

- All service personnel or veterans who are transitioning out of the Forces.
- Partner or spouse of those service personnel currently going through transition.

We empower every individual we mentor to reach their full potential in their new life and career outside the military. We provide long-term, holistic, face-to-face support during transition.

Our mentoring relationships are independent of the chain of command. Mentoring compliments the support received from your military unit.

## HOW WE HELP



Practical and emotional support



Assisting with decision making



Supporting career decisions



Transition into civilian life



Independent and confidential support



Sign posting



*"My mentor has given me the confidence to start my own business. He's made me feel like I'm someone again."*

Lee, ex-Army



For more information or an informal chat

## CONTACT

Regional Mentor  
Coordinator (North)  
Call or text **07887 453 050**  
Email [mentoring@ssafa.org.uk](mailto:mentoring@ssafa.org.uk)



Carl Shadrake – ex-Grenadier Guard

The value of the SSAFA mentoring service is clear – which has made it a compelling cause for the team at CarillionAmey to rally behind. A strong supporter of the Forces community, the company is working hard to improve this transition process and is working with SSAFA.

Carl Shadrake recently transitioned out of the Forces and joined the team as a Delivery Manager at RAF Benson. 14 years in the Grenadier Guards is now serving him in a different way, as he brings this experience to his new role.

Carl is a twice-wounded veteran, having served in Bosnia, Iraq and Afghanistan along with many training overseas exercises in Canada, Kenya and Germany. During his first tour of Afghanistan in 2007, he was wounded by a suicide bomber that killed his driver and wounded all of

his team in the vehicle, resulting in a four month stay at Headley Court.

In 2012, he was deployed to Afghanistan for a second time and was again wounded when he suffered shrapnel injuries to his stomach, face and arms when an Improvised Explosive Device (IED) exploded in front of him. This injury caused enough damage for him to be medically discharged in 2014 and weeks after his injury, he received the devastating news that his brother, Jamie, who also served in the Grenadier Guards, had been shot and killed in action by the Taliban.

After months of physical rehabilitation, during what was a very turbulent time for the family, Carl embarked on a number of professional courses such as NEBOSH (health and safety) and tradesman qualifications.

I started at CarillionAmey almost four months ago and have integrated well. My role is quite varied and I have been handed the responsibility of running a number of high profile tasks at RAF Benson.

"Being from the Infantry, I gained a little construction knowledge through my career but what I did gain is the ability to manage people and projects to a high level and to communicate with contractors and stakeholders at all levels. The military also instils a strong



Carl on the right in the middle of a compound ready to go out on patrol.

work ethic, so the job gets done regardless of the amount of time and effort it takes."

CarillionAmey chose SSAFA, the Armed Forces charity as their Five Year Charity of the Year back in 2015 and is aiming to raise £250,000 in that time. All of the funds raised for SSAFA by the workforce are allocated to mentoring wounded, injured and sick veterans as they transition out of the Forces.

So far, CarillionAmey has raised almost £168,000, enough money to fund the training of 331 SSAFA mentors through a host of Big Brew Up fundraisers, sporting events and extreme challenges. An active team is being led from the front by the

example of HR Director, Michael Burgess, who has even signed up to become a SSAFA mentor himself. Even the CarillionAmey supply chain has been hard at work, raising £16,141.82 in 2017.

There's a bigger picture with regards to supporting the Armed Forces community at CarillionAmey, with 11 per cent of the work force currently having links to the military. Fully aware of the transferrable skills that a military background can bring to their business, CarillionAmey is a proud employer of ex-Forces personnel.



# UP FOR A CHALLENGE?

**Midlands 30:30** - Teams of 4 carrying 30lbs over 30 miles or 30kms, testing both orienteering and endurance.

**SATURDAY 17 FEBRUARY 2018**  
**DENSTONE COLLEGE, STAFFORDSHIRE**

Grab some mates and raise much needed funds to support SSAFA's work with the Armed Forces community, veterans and their families.

Visit [ssafa.org.uk/soldier3030](http://ssafa.org.uk/soldier3030)

**ssafa** | the  
Armed Forces  
charity

**ssafa.org.uk**

Registered as a charity in England and Wales Number 210760 in Scotland Number SCO38056 and in Republic of Ireland Number 20006082. Established 1885. Ref: S214.0717





# Civil Nuclear Constabulary

The CNC is a specialist armed police service dedicated to protecting the civil nuclear industry.



© JEDF ENERGY

## RECRUITMENT PROCESS

### Criteria to apply

**Age:** 18.5 on appointment with no upper age limit.

**Nationality:** Either a British citizen, a member of the EC/EEA, or a Commonwealth citizen or foreign national who has lived, unrestricted, in the UK for the previous five years.

**Criminal Record:** ideally applicants have to have clean record to apply.

**Financial concerns:** Applicants should be free from debt and not be bankrupt.

**Qualifications:** There are no qualifications required for entry

**Driving Licence:** Applicants must hold a full driving licence with no more than 6 points.

**Fitness:** Pass level 7.6 on the bleep test.

We protect 14 civil nuclear sites across England, Scotland and Wales, safeguard nuclear material in transit and play a key role in



national security. The civil nuclear industry includes nuclear research and provides nuclear energy to millions of people. To protect such an important commodity, as well as the public. We are a police force like no other, offering a variety of Police Officer and support roles at all levels. By protecting nuclear materials on site and in transit, we play a vital role in national security.

The Civil Nuclear Constabulary (CNC), following the National Recruitment Standards in accordance with Home Office Guidelines and process for recruiting Officers into the Constabulary. Our selection processes are based on ability, skills and expertise. We recruit the very best people based on merit, regardless of sex, race, religious beliefs, sexual preference or anything else unrelated to the role. The nature of our work means that we have to conduct a rigorous application process which, of necessity, can also be quite lengthy. The process involves

a variety of screening checks, as well as security and reference checks. This is an essential part of ensuring that we recruit the most able individuals and you are right for us, as well as ensuring that joining us is the right move for you.

Our Policing Priorities include: National and international terrorism, Information and technology proliferation, Protection of the site and facilities from incursion and unlawful protest, Crime committed within site area.

## APPLICATION FORM

The first step in your application is to fill out the online application form. This will give us all the details we need to decide whether you should go forward to the next stage in our selection process. The form will ask you to go into a large amount of personal detail, including giving information on any previous convictions (these will not necessarily be a bar to you joining the Constabulary). You will also be asked about a range of





issues, from any tattoos you might have, to your business interests and your financial position.

Some people might find the application form daunting, but we provide guidance notes to help you fill it in correctly.

#### REVIEW OF APPLICATION FORM

We will assess your application and will let you know the outcome of your application. Please note this process is a minimum of 6 weeks, during periods of high recruitment it may take longer, these checks include a criminal records check and completion of a medical pre-screening form.

#### ASSESSMENT CENTRE / PRE-EMPLOYMENT ASSESSMENTS

We will assess your application form against the national recruitment criteria, and if you pass, we will invite you to an assessment centre. The assessment activities include a briefing on the



organisation, firearms assessment, a physical test and interview. These may take place over several days and at different locations.

Police Officers are covered by the Disability Discrimination Act, so if you have a disability, we will make reasonable adjustments where appropriate.

Your fitness will be assessed as part of the application process. The job related fitness test looks to see whether you are fit for the job. The CNC carry out the multi-stage shuttle run (bleep test) to level 7.6. This is in line with National Standard for Armed Response Officers. If you prepare properly, you should have no problems passing. If you do not pass first time, you may have the opportunity to re-take the test.

If you are worried about your fitness, it's a good idea to do some training before you are called in for the fitness test, but make sure you seek medical advice before starting any rigorous training.

#### MEDICAL APPOINTMENT

Medical appointments may be provided as part of the assessment centre, if not then you will be required to attend at another time. There are a number of medical conditions which have been identified as being a potential risk to the individual in carrying out the role of Authorised Firearms Officer within the Civil Nuclear Constabulary and, as such, may preclude the individual from employment if they are present.

#### REFERENCE CHECKS

If you pass all our assessments, we will then carry out employment reference checks for the last three years. If appropriate, we will also carry out military and police service checks.

#### SECURITY VETTING

One of most important - and most time-consuming - steps in our recruitment process is our security vetting.

Before you start your initial training course, you will need to have achieved the security clearance requirements as laid down by the ACPO/ACPOS Police Recruiting Vetting standard and the Government National Security Vetting standard.

Gaining security clearance can be a lengthy process and includes a large number of checks. As part of these checks, you may also be interviewed by the Defence Business Service.

#### CONDITIONAL OFFER

If there is a training course pending, we will send you a conditional offer, which will tell you where you will be posted and when your initial training will start. You will receive at least four weeks' notice of the start of your training. Once you have accepted this conditional offer, we will contact your current employer for references, and start security vetting. This can be a lengthy process and can take up to a minimum of 3 months to complete.



© Stuart Boulton / Shutterstock.com

#### CAREER OPPORTUNITIES

Once the probationary period has been completed there are opportunities to apply for including:

##### Strategic Escort Group

**(SEG):** This team of officers are responsible for supporting the transportation of nuclear material in the UK and oversee either on the road or on the sea.

**Firearms Instructor:** This role is a trainer role, helping to keep our officers up to date with their firearms qualifications and other specialist training.

**General Trainer:** This role trains all non-firearms related law and general police skills.

**Dog Handler:** This role is to work with the dogs to help with patrolling and aiding the officers search capacity.

**Personal Safety Training:** This role trains the officers in personal safety, including arrests

**Promotion:** Officers can apply for promotion opportunities including Sergeant, Inspector, Chief Inspector, Superintendent, Chief Superintendent etc.



Applications are to be completed on-line accessed via our careers website [www.cnc.jobs](http://www.cnc.jobs).

CIVIL NUCLEAR CONSTABULARY

DETER, DEFEND, DENY, RECOVER



THERE'S  
A UNIQUE PATH  
TO BECOMING  
A POLICE OFFICER  
IT STARTS HERE.

The Civil Nuclear Constabulary (CNC) is an armed police force, keeping the nation safe from harm by securing the integrity of civil nuclear material. Our primary function is the protection of licenced nuclear sites not used wholly or mainly for defence purposes and the safeguarding of nuclear material in the UK and elsewhere.

## POLICE OFFICER

Entry point salary £23,025  
(rising to £25,700 after training)

**The facts:** we have some remote locations; you will need to live in close proximity of your allocated site and our officers work 12 hour shifts.

**The opportunities:** 16 week foundation training course; unique firearms training and after 24 months you can apply to join one of our specialist teams such as firearms instructor, dog handler or escort team.

You will be required to achieve medical and fitness standards as part of the application process, and these must be maintained and demonstrated throughout your career with the CNC.

Successful candidates will be required to relocate at their own cost, if applicable.



For more information and to apply, visit [www.cnc.jobs](http://www.cnc.jobs)  
or contact the Resourcing Team on 01235 466666.  
CNC is an equal opportunities employer.





## LIKE WHAT YOU SEE?

Contact us:  
01234 243200  
[recruitment@eastamb.nhs.uk](mailto:recruitment@eastamb.nhs.uk)  
visit [www.eastamb.nhs.uk](http://www.eastamb.nhs.uk)  
or search NHS Jobs.

It's time to care.  
It's time to change.  
It's time to work at the  
ambulance service.

### THISISEAST

Innovative. Responsive. Excellent.  
Always community focused. Always patient driven.

## WORKING FOR YOUR AMBULANCE SERVICE



### Intermediate ambulance practitioners

- Joining the ambulance service
- Who we're looking for
- Your next steps

### Have you considered working for the East of England Ambulance Service NHS Trust?

We cover the six counties of Essex, Hertfordshire, Bedfordshire, Suffolk, Norfolk and Cambridgeshire. We value care, teamwork, quality, respect and honesty in order to transform the care we deliver to our communities.

### What is an intermediate ambulance practitioner (IAP)?

It is more than providing a transport service; you will be providing support where it's most needed to our patients, in emergency or urgent situations. You could be called to a road traffic collision, a cardiac arrest, or any scenario which requires an emergency response, driving our vehicles in any conditions.

### What criteria do I need to apply?

A general education in reading, writing and arithmetic, and two years' experience of driving on a full UK manual licence (you will need to achieve full C1 category on your licence before starting your training). Experience of dealing with a range of people and able to demonstrate a caring, sensitive and compassionate nature is essential.

### How do I become an IAP?

You can apply to an advert on [www.jobs.nhs.uk](http://www.jobs.nhs.uk) and participate in our recruitment and selection process. If successful, you will complete a 10-week training course (six weeks clinical training and four weeks emergency driving course) before starting your operational duties working alongside other clinicians responding to whatever job requires your help.

### What will I earn?

You will join EEAST on salary band 3 (£16,800 - £19,655). We also pay a salary enhancement dependent upon your shift allocation. We offer excellent paid holiday entitlement, entry to the NHS pension scheme and other employee benefits.

We offer career progression, excellent training opportunities, friendly colleagues and the ability to make a difference to people in the community.

### THISISEAST

Innovative. Responsive. Excellent.  
Always community focused. Always patient driven.





## On an ordinary day... an extraordinary service

There's Plenty of room...  
Room for more inside...

We recognise the skills and aptitude that forces staff have, especially when faced with pressurised situations.

**T**he East of England Ambulance Service NHS Trust (EEAST) provides emergency, urgent and primary care services throughout Bedfordshire, Cambridgeshire, Hertfordshire, Essex, Norfolk and Suffolk since 1st July, 2006. Our dedicated and skilled staff work 365 days a year, 24 hours a day to make sure patients receive the best possible care.

Doing this job is not all about having medical knowledge; it's often about applying a common-sense approach to dealing with

patients in their hour of need, or demonstrating personal resilience when a patient's life is at risk. Of course, the training will provide you with the skills and knowledge to assess and treat a range of patients in need of your help.

We have more than 4,000 staff operating from 140 sites and a fleet of 1,000 vehicles. We are supported by more than 1,500 volunteers who provide community first responder and volunteer ambulance car services.

The eastern region is made up of both urban and rural

areas with a population of nearly six million, as well as several thousand more tourists who enjoy visiting the area in peak seasons. It includes major airports and docks which increase the number of people in our region on a daily basis. Whilst we are looking to recruit across all areas of the trust, we are particularly looking for staff to work in the following areas; Essex, Hertfordshire and Bedfordshire.

It's not the buzz of driving fast with blue lights flashing that will excite you; it's the knowledge that your presence as part of an Ambulance Team has made all the difference to someone. That someone is your patient.

The East of England Ambulance Service NHS Trust (EEAST) has embarked on an ambitious programme to recruit a significant number of student paramedics and associate and intermediate practitioners; last year we recruited over 400 new staff, and we are looking to recruit a lot more in this financial year. The chance to join our entry level roles as Intermediate Ambulance Practitioner and Associate Ambulance Practitioner programmes is the start of a new career for those who

wish to join an organisation that offers a clinical career pathway, developing you to reach the highest standards. This opportunity will mean you receive a salary and training throughout the duration of your development.

Becoming an Intermediate Ambulance Practitioner (IAP) with EEAST is a lot more than providing a transport service; it's about providing support where it's most needed to our patients and our communities. Naturally caring and level-headed, you will instil trust, share our values and provide a calming presence in whatever situation you find yourself in - from helping patients requiring urgent care get to hospital to assisting in emergency situations. Although you won't need a medical background, you will need to undertake the associated and required training in patient care as well as training in assisting other clinical colleagues. No medical training is required for this role, as full training is given. Working for the NHS also allows staff to apply for keyworker housing with local housing associations.

Successful applicants for our IAP roles will be required to complete a 10 week training programme, which incorporates a four week





advanced driving course, and will result in an accredited Level 3 award for those who successfully complete the course. This qualification can be used against career development pathways, should applicants wish to apply for progressing opportunities in the future.

The Associate Ambulance Practitioner (AAP) role with EEASt is an exciting new role that is clinically-lead and patient-focused to deliver clinical excellence, improve clinical outcomes, ensure patient safety and provide a positive patient experience.

Successful individuals for the AAP programme will undertake up to 18 weeks of initial training and supervision in front line Ambulance Operations. This will include a four week emergency driving course. The course will include time spent attending classroom based learning, self-study, online learning, and practical simulation. You will be expected to undertake a range of written and practical assessments and will include completion of a portfolio of evidence, as well as dedicated clinical placement time with EEASt. It is anticipated that the full course will be completed in 12 – 18 months from start

date of employment. Following successful completion of the full course, a portfolio, and operational duties, candidates will be awarded a Level 4 qualification against the Qualifications Credit Framework (QCF). Upon successful completion of the AAP programme, this qualification can be used against career development pathways, should applicants wish to apply for student paramedic in the future.

We offer a 3 year development programme leading to a Level 5 education framework qualification at Diploma level. Completion of the programme allows for application to HCPC to become a newly qualified Paramedic. You will undergo full training and will give you practical hands on experience to deal with a range of situations which will include both critical and emergency. At the end of your journey on the student paramedic pathway will reward you with the Level 5 Award, and full registration with the HCPC.

A full clean UK manual driving licence with full Category C1 and a minimum of 1 years' driving experience on a full licence is required. Consideration will be given to applicants who have a maximum of 3 penalty points on their licence for minor motoring offences only). Applicants without Provisional or Full C1 who are successful in the recruitment and selection process will be required to obtain Provisional C1 before being allocated to a training course, and must achieve FULL C1 before you begin a training course. You will not start your employment with the Trust without full C1 on your licence. Priority consideration will be given to those who hold full C1 category.

The recruitment and selection process will consist of the following:

- Shortlisting against essential criteria in Person Specification
- Assessment Centre Stage 1 – Literacy and Numeracy Assessment and Highway Code questionnaire
- Assessment Centre Stage 2 – An Interview, Driving and Fitness Assessment
- Pre-employment checks in line with the NHS Employment Check Standards
- Work Health Assessment clearance
- Candidates are expected to undertake and pass all elements of the selection process.

## STUDENT PARAMEDIC TRAINING PROGRAMME

Applicants must:

- Be highly motivated with excellent communication and numeracy skills with a minimum of 5 GCSE's at Grade C or above to include English, Maths and a Science (alternative equivalent qualifications may be accepted). 1 'A' Level at Grade C or above in a Science subject.
- Be able to demonstrate a high degree of physical fitness by successfully meeting our fitness assessment standards and work health assessment check.
- Have their own transport, and a full UK manual driving licence (manual vehicle) with one year driving experience, (please note that the person specification states that 'a maximum of 3 points will be considered for a minor motoring offence only'). If you have more than three penalty points on your driving licence, there will be no exceptions to this rule and you will not progress through the recruitment and selection process.
- Category C1 (manual vehicle) on your driving licence is essential in order to start on our Student Paramedic programme. Applicants without Provisional or Full C1 who are successful in the recruitment and selection process will be required to obtain Provisional C1 before being allocated to a training



course, and achieve the FULL C1 before you begin a training course.

- Demonstrate real drive, motivation and enthusiasm to pursue this challenging and demanding career throughout the recruitment and selection process and beyond.
- Candidates will be expected to undertake ALL elements of the selection process and can't be offered a start date until such time that all of the elements are complete.
- All recruitment is conducted through the NHS portal [www.jobs.nhs.uk](http://www.jobs.nhs.uk).

Use the job search 'Ambulance' and select 'East of England' as a location. This will take you to the advert where you can apply.

Alternatively, the HR Recruitment team will be happy to answer any queries; please call and speak to one of the team on **01234 243200**.



#Be Seen in Green



# INVICTUS GAMES



## TGA WHILL ambassador Lamin triumphs with four medal haul at 2017 Invictus Games

Lamin Manneh, 40, from Manchester, disabled Army veteran and WHILL Powerchair Ambassador for TGA, has returned from the Invictus Games with four winning medals.

### LAMIN'S FINAL RESULTS

MEN'S IF6 SHOTPUT  
GOLD  
(7.53m)

MEN'S IF6 DISCUS  
SILVER  
(20.65m)

SITTING VOLLEY BALL  
SILVER  
(lost to Georgia in the  
Final Gold Match, 2-0)

ROWING  
BRONZE  
(Achieved 891m in the Men's  
IR1 Four-minute endurance final)

Father of five Lamin was injured in Afghanistan whilst serving as an Irish Guard. He has rebuilt his life as a triple amputee and rose to fame following a starring role in the BBC TV programme DIY-SOS 'Homes for Veteran's Special'. Lamin built a bond with the show's presenter Nick Knowles and Prince Harry who visited the site whilst filming. As the founder of Invictus, Prince Harry re-visited Lamin recently at home to wish him good luck before the Games.

Lamin competed at the Invictus Games with the assistance of a pioneering WHILL powerchair supplied by TGA Mobility. Vehicle ramps were also loaned by Enable Access. WHILL is a new type of stylish Personal Electric Vehicle (PEV) that provides revolutionary manoeuvrability through its 'omni' all-directional front wheels. Both front wheels include 24 individual rollers which can rotate laterally so WHILL can turn on its own axis, delivering the tightest turning circle possible. Lamin was able to use this remarkable feature for maximum accessibility whilst travelling and during the Games - enhanced by powerful four-wheel-drive he was able to access the whole competition site and Toronto with ease.

Now back in the UK Lamin reflects on another

amazing Invictus experience: "I underestimated how big the Games would be this year, it was unforgettable. Being part of the Invictus spirit makes you feel great. Whenever I play sport or enter competitions I never aim to win, I always enter just to enjoy myself. Winning a medal is always a bonus, winning four is something else. WHILL was very helpful for me throughout the Games, it allowed me to save energy for the events so I could give each sport my all."

"There was a lot of interest in WHILL from competitors and spectators, I was asked about it many times as it looks so different. Driving around the athletics track, venues, airport and hotel was straightforward and I could spend quality time with my family in the city - we had such a good time in Toronto, everyone was so helpful."

As Lamin returns to everyday life he will continue to play sitting volleyball and visit the gym on a regular basis. Sport and exercise is important to Lamin and with its proven performance in tackling kerbs and slopes, WHILL will give him dependable independence in and around his home in Manchester. Lamin is already

*Lamin is an exceptional individual and we are proud to be associated with him.*

considering his application for the 2018 Invictus Games which will be held in Sydney, Australia.

Daniel Stone, TGA Managing Director, adds: "On behalf of TGA I would like to congratulate Lamin on his quadruple medal success at the Invictus Games - an awe-inspiring effort. Lamin is an exceptional individual and we are proud to be associated with him. We are delighted to see how our WHILL helped Lamin enjoy the Games with complete accessibility and comfort whilst ensuring his energy was saved for the competition. We wish him well with his future sporting success, Lamin is a true champion." ●







## Over £21,000 raised for children of the fallen at Armed Forces charity's Annual Ball

Scotty's Little Soldiers, the charity dedicated to supporting children who have lost a parent while serving in the British Armed Forces, celebrated its 7th annual ball this past weekend raising over £21,000 for its members.

**H**eld on Saturday 28th October at the De Vere Staverton Estate hotel near Daventry, the Scotty's Ball celebrates a coming together of charity supporters along with the year's fundraising activity from the charity and all its affiliates. 282 guests enjoyed a night which included live music, a three-course meal and award ceremony alongside fundraising activity.

Speaking on this year's event, Scotty's founder Nikki Scott said: "We had a fantastic night to celebrate a good year

for Scotty's. We use the ball as a way to give back to our fundraisers and partners, which show us so much support throughout the year, by coming together and showing them how much we appreciate them. I'm incredibly proud of what we've done this year and thoroughly enjoyed the night."

The evening included a number of fundraising activities such as: a silent auction, balloon raffle, and a champagne giveaway as well as a live auction, party games and Scotty's merchandise available to buy with all proceeds going directly to the charity.

Scotty's Little Soldiers ambassador and Britain's Got Talent winner Lance Corporal Richard Jones wowed the crowd with his magic tricks. He said: "It was fantastic to see so much love for the charity in one room - it made me even more proud to be an ambassador. Attendees were a great, and very vocal crowd, fully willing to get involved in the magical part of the night."

Scotty's continues to reach more and more bereaved families across the UK every year. In 2017 alone, the charity has welcomed 72 new members.

A special presentation was also made on the night to Scotty's Business Heroes, a new venture aimed at companies of all sizes. Scotty's Business Heroes gives businesses the opportunity to support the charity through a number of means and allows them to become part of an exclusive club in which they'll be able to take part in networking, events, fundraising

Alongside this, Scotty's handed out awards to the following for their support in 2017:

- **Fundraiser of the Year** – Tanya Porter
- **Corporate Partner of the Year Award** – Calteq
- **Young Fundraiser of the Year** – Molly Sharman
- **Charity Champion** – Rachel Murphy
- **Scotty's Best Friend** – Cheryl Powley
- **Fundraising Group** – Run the Ring 2

challenges, social media activity and work closely with the charity.

Scotty's mum, Rachel Murphy, was recognised for her continuous support of the charity on the night. Rachel lost her husband Lance Corporal John Murphy in 2007 and her children, 14-year-old Steven and 12-year-old Emily, have been part of Scotty's Little Soldiers since 2011.

She said: "It means so much to me to receive this award. Scotty's Little Soldiers has helped me and my children enormously and it has been important for them to meet other children who understand what they have gone through. Scotty's has done so much over the years and we as a family are delighted to be giving back this year."

All donations raised on the night will go towards improving the lives of children who have lost a parent whilst serving in the British Armed Forces and helping them to smile again.

To find out more information or to get involved in raising money for Scotty's you can visit [www.scottyslittlesoldiers.co.uk/pages/14/get-involved](http://www.scottyslittlesoldiers.co.uk/pages/14/get-involved).





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# The journey to Maritime Transport

We speak to Richard Young, Driver Administrator at Maritime Transport, and find out why Maritime was the right choice for him after leaving the forces.

**M**y resettlement story started in 2012 and after seven years' service and careful consideration, I requested to leave the British Army and started the twelve month clock for leaving. In that time I completed my resettlement courses and secured a driving job due to struggling to get started in transport management, which was my chosen field.

I soon heard about Maritime Transport and their structured training and support, as well as fantastic facilities and top of the range vehicles and equipment, and decided that was the job for me. I started as a driver but my experience and potential was

soon realised and I was able to move into the role I'm in today as driver administrator. Five years on and I definitely have no regrets.

Upon joining the business I quickly learnt that Maritime appreciate and respect the experience that military service brings and over the years their involvement with service leavers has grown and we now employ a large number of ex-service personnel, both on the road and in the office. At Maritime we have developed the way we recruit service leavers and the support offered is some of the best I've seen in the industry.

At Maritime, we believe every employee is an investment; we learned that the work we

put in at the beginning will save us work throughout that person's employment. Also, that investment at the front end gives the employee a clear idea of their worth and importance to our business.

We actively promote our work experience placements; we believe these are the perfect way to help you decide if this is the career, and industry, you want to work in when you leave. These placements, (you would need a valid C+E licence to be considered), can be anything from one to four weeks, during which time you get to do the job while under the expert guidance of one of our mentors.

These very popular placements let you 'try before you buy' and for the most part offer a full time position with our company at the end. Even those who choose not to pursue a driving career enjoy a positive experience and take the new skills learned from us with our compliments to whatever industry they end up in.



For those that do choose a career with us and are lucky enough to be offered a position, the training then starts in earnest. Our yearlong Professional Driver Scheme takes them on a journey to make them just that, a Professional Driver.

This scheme has been put together with service leavers strongly in mind, every single facet of the job and its associated skills are catered for, including the correct way of getting into the vehicle. During the year regular assessments are carried out by our highly qualified and experienced trainers with progress being recorded in a training manual. What's more, we don't penalise the trainee

*A proud moment came for the company when it signed the Armed Forces Covenant, confirming our commitment to employing and supporting service leavers.*







in terms of salary, they receive the same pay and entitlements to earn bonuses that our experienced drivers get.

This is reflected back in increased productivity, profitability and reputation that is the envy of many. And, we all benefit through this, our drivers have had a pay rise every year for the last 15 years. Our fully owned fleet of over 1,000 top spec trucks are no more than three years old, the depots they park in, for the most part, are owned by the company, the facilities our drivers enjoy in these depots are the envy of the whole industry and our drivers are rewarded for safe and economical driving styles in bonuses paid

out every year at Christmas with some of the top drivers able to earn an additional £2,000.

A proud moment came for the company when it signed the Armed Forces Covenant, confirming our commitment to employing and supporting service leavers. This commitment has recently been recognised further with our Employers Recognition Silver Award from the Ministry of Defence awarded at the end of 2016 for our engagement with and employment of service leavers. In addition to this, a strong military presence throughout our workforce is felt by all and a number of our employees come together every year to fit a poppy to every single one of our vehicles for the period of remembrance as Maritime support the Poppy Appeal – over the last three years the business has donated over £30,000 to The Royal British Legion, something all of our employees are very proud of.

We are very proud of what we have achieved so far, but we have bigger ambitions going forward. As a privately owned company we do not have millions of pounds to throw at training, but what we do have is a belief in delivering good, effective, training that our business and employees need and most

importantly benefit from. We have seen some great success stories in the last few years working with service leavers and as a business we hope to expand on this moving forward.

I'm not a lone case at Maritime and other military leavers have progressed throughout the business from driving roles into driving training and even into our fleet department, looking after our fleet of our 1,000 vehicles. There is a community feel throughout the business and we have loads of opportunities for anyone wanting to succeed within transport. ●



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# Kick start your new career as a transport professional

Novadata and Easy Resettlement have teamed up to provide a Transport Manager Certificate of Professional Competence training course.

**T**he courses you can choose from is either Road Haulage or Passenger Transport free of charge for one fortunate reader of Easy Resettlement. Manager CPC is a nationally recognised qualification at level 3 on the National Qualifications Framework (NQF) which makes it eligible for 80% ELCAS funding – but for one reader, this course will be completely free. We will be welcoming one lucky winner to Novadata's own premises in Essex for the nine days that it takes to complete the course, revise for the assessments and sit the exams – potentially a life changing fortnight!

Novadata is one of the foremost providers of Manager CPC training in the UK, with a track record

in the industry of more than 30 years, a Manager CPC candidate pass mark of more than 90% and an approval rating in the nineties from past candidates too. We use only former transport professionals as course tutors, so they know not only the theory but also the practice of running a successful transport organisation.

## COURSE CONTENT

This course prepares an individual for all the technical and legal aspects of a road haulage operation and includes, among other things, the following:

- Business and company law
- Health & Safety
- Financial management
- Operator licensing
- Drivers' Hours regulations and record keeping
- Planned preventative maintenance

- Vehicle costing
- Driver licensing
- International transport documentation

Please see OCR's Management CPC Syllabus for a more in depth look at what may be covered.

Novadata is accredited by leading examination board OCR to deliver Manager CPC training and also has its own OCR accredited examination centre, so you can sit your examinations in familiar surroundings once you have completed your training.

There are two assessments that you must pass in order to obtain a Manager CPC qualification; a multiple-choice assessment and a case study based assessment.

We can't pass the examination modules for you, but we will prepare you to meet the challenge and give you the best possible chance to gain your qualification and embark on a new career as a transport professional.

## BENEFITS OF ATTENDING

- This qualification is recognised throughout the transport industry.
- Demonstrates that the holder is qualified to be the nominee for a Standard National or International Operator Licence.

- Equips the candidate with the knowledge required to establish and manage an efficient road haulage operation.
- Can count as the full 35 hours of Driver CPC periodic training necessary for drivers to receive their Driver Qualification Card (DQC).

For your chance to win a Novadata Manager CPC course, simply email [ruth@easyresettlement.co.uk](mailto:ruth@easyresettlement.co.uk) with your contact details, telling us where you saw this copy of Easy Resettlement magazine, whether you are interested in the Road Haulage or the Passenger Transport Manager CPC course and tell us when you are due to leave the forces.



## CONTACT

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We are looking for people like you who are happy to roll up their sleeves and get stuck in! We hope you will pass on the skills that you have learnt in the Armed Forces to the younger generation.

You can share your skills in drill, seamanship, sailing, cooking or even drumming!

Sea Cadets is a national youth charity working with 14,000 young people in 400 communities. The nautical activities we offer have a positive impact on young people, including those that struggle academically and from disadvantaged backgrounds. While all of our cadets benefit from the progressive training programme and inspiring activities, it is often those cadets that can least afford it that stand to gain the most. With 31% of Sea Cadets units working in the poorest quartile of locations in the UK we are in a privileged position to be able to help them grab a better future.

## **Tony Thurgood, Lieutenant, Institute of Naval Medicine**

"I've always wanted to give something back to Sea Cadets as they had given me so much as a teenager. I joined my local unit when I was 11 years old and had a wonderful time getting out on the water but a real highlight for me was being appointed the Deputy Lord Lieutenant Cadet. This early experience with Sea Cadets helped form who I am today.

I've been volunteering for seven years at my local Sea Cadet unit and the skills I have learnt in the Royal Navy, like problem solving, leadership and strong work ethics, are vital life skills that I pass on to the next generation.

You can do this too!

As a volunteer with a former or current career in the Royal Navy you have a unique skill set to offer Sea Cadets. With 400 units across the UK there will be a unit near you that could use your skills, experience and time."

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## THE TRANSFORMATIVE EMPLOYMENT PROGRAMME FOR VETERANS

According to a 2014 survey, working-age veterans in the UK are nearly twice as likely to be unemployed as their civilian contemporaries – amounting to around 120,000 people. This becomes particularly worrisome when coupled with the understanding that 40% of veterans report suffering with a long-term health condition. However, with help from the Career Transition Partnership and the military charity community, this is a problem which can be overcome.

Military and disability charity Royal British Legion Industries runs a leading transformative employment support programme, LifeWorks, which directly tackles many of the issues faced by veterans in their search for work, making for a far smoother transition.

Developed by RBLI in 2011, LifeWorks is designed specifically to provide vital guidance and ultimately give the participants a sense of personal autonomy through the process of securing sustained employment.

RBLI's head of vocational rehabilitation & training services Iain Downie, who leads the LifeWorks team, said the course can be a godsend for ex service personnel, altering their understanding of their own skills, potential and employability. "Over the course of the week, our vocational assessors and coaches redefine how the veterans perceive their own ability," he says. "This is a vital process in helping them overcome many of the barriers they face both during and after their transition to the civilian world."

The results gathered since the programme's development have been extremely positive. An independent study, undertaken by the Learning and Work Institute in 2016, found that 83% of participants

secure sustained employment, volunteering or training within 12 months of completing the course. This is a particularly impressive feat when considering that almost 80% of participants face challenges with disabilities or physical or mental health conditions."

The intensive five day course is structured initially around helping veterans determine their interests, abilities, aptitudes and skills through an innovative and rigorous evaluation process led by a team of vocational assessors. The team then highlight how best veterans can achieve their employment goals – through perfecting interview techniques, job searching and application methods as well as recreating their CV so that it is tailored to their skills, experience and desired employment path.

"Over the course of the week," Iain said, "Our aim is help the veterans redefine their own self-worth, and thus their own potential. We highlight their skills, then give them the tools to apply, with confidence and conviction, for employment and volunteering opportunities for which they are suited.

"One of the most important principles of the LifeWorks programme is helping everyone who attends to understand that the vast array of skills they acquire during their service are perfectly applicable in the civilian world of work and so in that sense, leaving the Forces does not require a completely fresh start.

"In fact, they already have an established wealth of experience and expertise throughout their service careers which makes them incredibly valuable to employers, and LifeWorks consistently goes to prove this."



# PAUL'S STORY

Paul joined the Royal Signals in 1976 as a combat radioman. He served in various locations around the world including Northern Ireland, where he witnessed a terrorist incident in 1982 where 17 people, including 11 soldiers were killed. After leaving the Army after a 13 year career, Paul struggled to settle down and found it difficult to relate to the people around him which caused him to withdraw from society.

In 2011 Paul's partner was so worried about his behaviour she sought professional help from firstly his GP then the Royal British Legion who immediately got him medical care before he was diagnosed with PTSD the following year. He said he found adjusting to civilian life extremely difficult.

He added: "I just couldn't find my feet in normal life - I thought that the people around me were crazy but little did I know that it was me who was struggling. I eventually tried to take my own life.

"I had to be looked after at night because my head was in such a bad place."

However, Paul's fortunes changed after being referred to RBLI's LifeWorks team in 2013 Where he quickly developed his confidence in job searching and interview techniques and gained the ability to write a credible CV showcasing his transferable military skills.

He said the LifeWorks team had helped him break through a difficult barrier. "I have to thank LifeWorks - if it wasn't for them, I have no idea where I'd be right now." He is currently employed as a Maintenance Engineer and is also an instructor with the Cadet Force.

Following the course's completion, Paul was entitled to LifeWorks'

'reachback' support - 12 months of ongoing assistance with the team's specialised employment advisors.

"Reachback support is a crucial part of the LifeWorks programme," Iain added. "Although the programme is intensive and transformative, and the delegates do leave with an entirely different perspective, it is necessary to ensure that the support is still there to keep them on track."

Royal British Legion Industries and its LifeWorks team recognise that it is not just those who are leaving the Armed Forces who require additional support. It is also vital that the families and partners of current servicemen and women receive the support they need to find employment and feel a part of their local community, particularly when relocating regularly.

The highly-skilled LifeWorks Families team are dedicated to building, through specific, tailored support, on the skills partners in the military community have already developed.

This support helps develop participants' employability potential, through teaching them modern interview techniques, job searching skills, and CV formatting methods. The result of the intensive three-day course is an ability to better connect with the job market, the development of both short and long-term goals, and a set plan to help participants stay motivated in their search for employment. Following the course, participants are also able to take advantage of the 'reachback' advice programme which, for 6 months, will continue to offer guidance on any area which can aid them in securing sustained employment.

## UPCOMING LIFEWORKS COURSES

**AYLESFORD**

**8-12 JAN**

**PORTSMOUTH**

**15-19 JAN**

**BRISTOL**

**29 JAN-2 MAR**

**AYLESFORD**

**12-16 FEB**

**ROTHERHAM**

**12-16 FEB**

**MANCHESTER**

**26 FEB-2 MAR**



[wearelifeworks.org.uk](http://wearelifeworks.org.uk)



0800 319 6844



[lifeworks@rbli.co.uk](mailto:lifeworks@rbli.co.uk)



The Ministry of Defence  
partnering with Right Management®

## Enhanced Resettlement Provision from CTP

### INTEGRATED SUPPORT FOR ALL SERVICE LEAVERS



The new Career Transition Partnership (CTP) contract between the Ministry of Defence and Right Management commenced on 1st October 2015. Essentially it is business as usual and any changes will be in addition to the wide range of services and support we have delivered since 1998 as the MOD's official provider of Armed Forces resettlement.

The most obvious change you may notice is that we have unveiled our new brand image and logo as shown on this page. We are also excited to announce some other online tools such as an interview simulator and Plotr, a game to match skills and interests to civilian careers.

Under the new contract we are delighted to now deliver integrated support to all Service leavers, regardless of time served or reason for leaving. This includes support for Wounded, Injured and Sick service personnel via CTP Assist (formerly the Recovery Career Services) and support for Early Service Leavers via CTP Future Horizons (formerly the Future Horizons Programme).

CTP will also be delivering two trial programmes, which will support spouses and partners of RAF personnel and one for eligible Reservists. Further details of the spouse trial can be found on the CTP website and the reservist trial will commence in 2016.

Read on for a reminder of the wealth of support available to you as you make the transition from the military to civilian life.

### WHERE DO I START WITH RESETTLEMENT?

All Service leavers are entitled to resettlement support, consisting of time, financial support, training/upskilling and careers advice.

**STEP 1:** You are responsible for dealing with your resettlement arrangements and the first step in the process is to speak with your unit Resettlement Information Staff, who offer advice on your entitlement and the administrative process to access it.

**STEP 2:** You should then make contact with your Service Resettlement Adviser (SRA), in order to discuss your resettlement package and to register with CTP.

**STEP 3:** CTP provides advice, guidance, training and support to those leaving the military, and also incorporates RFEA – The Forces Employment Charity, who provide lifelong job finding support to Service leavers.

### WHAT SUPPORT AM I ENTITLED TO?

The amount of support available depends on your length of Service and your reasons for discharge:



### LESS THAN 4 YEARS' SERVICE OR ADMINISTRATIVELY DISCHARGED: CTP FUTURE HORIZONS

CTP Future Horizons offers referral to tackle any barriers to employment, and a post-discharge tracking service to ensure personnel gain a route into sustainable employment, education or further training after leaving. Personnel will be referred to the programme upon discharge.

### 4 – 6 YEARS' SERVICE: EMPLOYMENT SUPPORT PROGRAMME (ESP)

The Employment Support Programme is accessed 6 months' prior to discharge and includes a 1 day workshop and one-to-one interview, resettlement briefs, job-finding support, employment fairs and events, and access (on a standby basis) to vocational training courses. Career Consultant support is also available for up to 2 years post discharge.

# Resettlement Support from CTP



### 6 OR MORE YEARS' SERVICE OR MEDICALLY DISCHARGED\*: CORE RESETTLEMENT PROGRAMME (CRP)

The Core Resettlement Programme is available to eligible personnel up to 2 years prior to discharge, until 2 years after discharge. The programme comprises a 3 day Career Transition Workshop, one-to-one interview and ongoing access to a personal Career Consultant, along with additional resettlement workshops and briefings. The programme also includes job-finding support, employment fairs and events, and access to vocational training courses, along with travel and subsistence.

### \*Wounded, Injured and Sick Service Personnel

In addition to the Full Resettlement Programme, CTP Assist is available to help those individuals who have the greatest barriers to employment due to serious illness or injury, through personalised support and Specialist Employment Consultants. Individuals are referred to the programme prior to Medical Discharge.

### HOW CAN CTP HELP ME?

CTP support covers three broad areas: Transition, Training and Employment.

From creating a CV through to learning interview skills plus researching and applying for jobs, what the CTP offers can help you not just with your first civilian job, but throughout your working lifetime.





# ROUTE MAP FOR SERVICE LEAVERS START HERE:

The programme is delivered at nine Resettlement Centres in the UK and one in Germany, along with the Resettlement Training Centre in Aldershot.

The resettlement provision includes face-to-face support, online resettlement planning via myPlan, the personalised area of the CTP website, and access to our ex-military job board, CTP RightJob.

Successful resettlement requires clear aims, good job intelligence, effective networking and an intelligent approach to employers. It can also help to acquire extra skills. It's therefore vital that you take full advantage of the resources and facilities at your disposal.

## TRANSITION

Workshops and Briefings - the first step for most on the resettlement journey is the three day Career Transition Workshop (CTW), which enables you to identify and evaluate those transferrable skills and qualities gained during Service. Following this, you will meet your Career Consultant and create a Personal Resettlement Plan, which will help identify the required steps for achieving your desired outcome upon leaving the Armed Forces.

A range of additional workshops and briefings are available, including Financial Aspects of Resettlement, Housing, Business Start Up, Networking and Interview Techniques.

Events - a full programme of employment fairs, company recruitment presentations and online events is available to Service leavers at any point in the resettlement process, offering networking, research and job-finding opportunities.

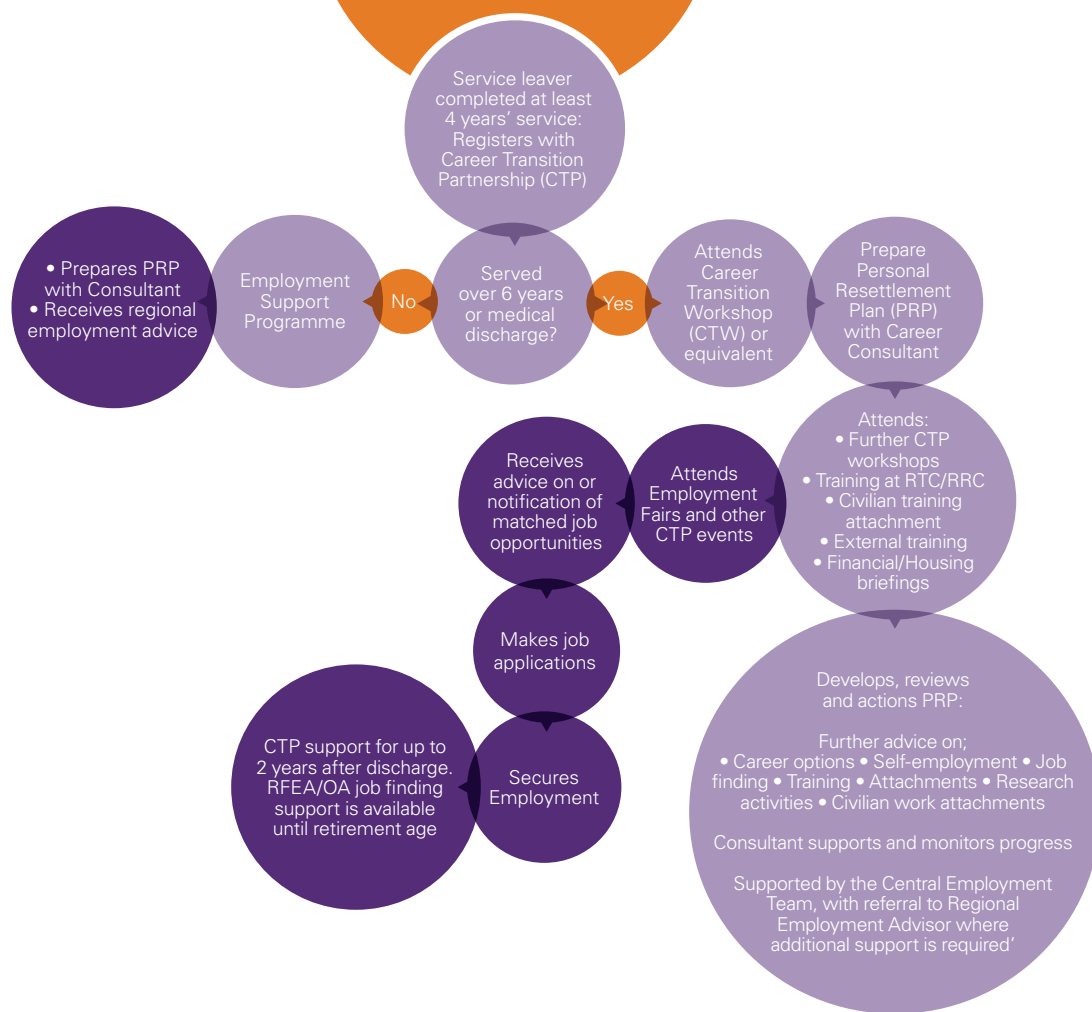
Online Support - myPlan, the personalised area of the CTP website, enables Service leavers to manage their own resettlement and offers career assessment activities, video library, Interview Simulator, Plotr career matching game, Personal Resettlement Plan, resettlement tracker and checklists.

## TRAINING

When leaving the Service, you get the chance to undertake vocational training to help you shape your future career. CTP delivers an extensive range of job-related vocational courses at Resettlement Centres and the Resettlement Training Centre in Aldershot. This is split into two types; Contract Funded and Non-Contract Funded training:

Contract Funded training has been 'pre-paid' for you by the MOD. This offers exceptional value for money and is the best way to make the most of your 'GRT pound'.

Non-Contract funded training can be funded using your Individual Resettlement Training Costs (IRTC) or ELC grants for; it is closely monitored for quality and is very competitively priced.



*the lighter shaded elements also available to those with 4 to 6 years' service*

If CTP does not offer the course you are interested in then you are able to find details of courses offered by hundreds of MOD approved Preferred Suppliers on the CTP website. All companies on this list have undertaken a stringent accreditation process to make sure their training is of the highest quality and value for money – so you can book with confidence.

The correct choice of training course can be the vital link between the skills you have gained during your military career and gaining successful civilian employment. Your Career Consultant is on hand to provide advice and guidance on choosing the right training to suit your future plans.

## EMPLOYMENT

The Armed Forces equips its employees with a vast range of skills applicable to many industry sectors and CTP targets a wide range of employers to promote the skills, experience and strong work ethos Service leavers bring

with them after a military career. The employers themselves gain a high quality, no cost recruitment service and access to thousands of skilled and qualified individuals.

CTP RightJob is our online job finding service that lists thousands of live vacancies for Service leavers, with new ones being added every day. You can browse and search for available jobs by Industry, Location or Company Name, receive job notifications and alerts via email and submit job applications directly to employers. The website is easy to use and compatible with smartphones and tablets, plus you'll find video tips to highlight features on all key areas of the site. Registration is completed during the Career Transition Workshop.

The CTP Employment Team works closely with local, national and international organisations from all industry sectors to source and match suitable job vacancies for Service leavers. You'll receive regular job alerts

based on the preferences listed in your online profile, plus employers can also search the database for Service leavers with the skills they're looking for, and notify them of current vacancies.

Your career consultant is available to provide advice and guidance on job applications, CVs and covering letters, and the central employment team provide assistance with RightJob, along with links to further employment support where required.

Whilst we are making some changes, be assured that our support and the provision to help you through your resettlement remains unchanged, and will be enhanced in the coming months. We are here for you throughout your career transition - from two years pre-discharge and up to two years post-discharge.

Should you have any questions about your resettlement, please get in touch. You can find a wealth of information along with our contact details at [www.ctp.org.uk](http://www.ctp.org.uk)

# Tapping into the Hidden Job Market

A common misunderstanding about looking for a new job is that all vacancies will be advertised or easily visible.

Unfortunately, this is not the case - advertised jobs are just the tip of the iceberg when it comes to looking for your next career. These unadvertised vacancies are commonly referred to as the 'hidden job market'.

These are the vacancies that are not posted on job boards, company career sites, newspapers or anywhere else. These job vacancies are usually filled by word of mouth (referrals), headhunting or internal recruiting.

Tapping into these hidden job vacancies could give you a major boost when it comes to finding your next career. Investing time and effort in tracking down these hidden vacancies will almost certainly pay off because fewer people will be applying for them.

## HERE ARE SOME PRACTICAL STRATEGIES FOR TAPPING INTO THAT HIDDEN MARKET

### Networking

Be smarter with the way you network: ensure that your network is aware that you are actively searching for new opportunities. Make networking a habit, not just something you are doing to find a job, as any of these contacts may know about unadvertised vacancies that are available or about to become available. You should network at every available opportunity, such as Employment Fairs, courses, conferences, chance meetings etc.

Make sure when networking that you are not just taking what you want from your network; be prepared to give back to your contacts as well. For example, liking posts on social media and forwarding

articles that may be useful, and of course thanking contacts that help you or offer advice. Networking is about building genuine relationships, not for asking favours.

When using professional networking sites, make sure your profile is recruiter friendly with strong professional headlines and use of keywords and phrases that illustrate your particular skills and experience. Ensure you have a well-written profile that is updated regularly.

Research shows that many companies are now using social media as a key part of their recruitment strategy.

### Industry Related Groups

Join professional organisations in the areas of industry that you are trying to gain access to. This has a number of advantages as you can showcase your knowledge and skills to other professionals who may be aware of positions that are available - or about to become available - in their industry.

Being a member of these groups can also give you access to insiders in the industry who may be able to offer useful advice and could even provide insight into alternative career paths that you may not have considered.





### News Alerts

Stay on top of the news in your target industry, as this could lead to vital intelligence on positions that may become available. Watch out for market changes and keep abreast of the companies that are expanding, moving to bigger premises or winning contracts.

In most cases, it is very easy to set up alerts on professional sites to receive this news straight to your inbox. Google News Alerts is a useful tool to stay up-to-date with industry news - select your chosen subject areas and you will receive daily emails with the latest Google search results.

### Direct Approaches

The direct approach means contacting companies directly to ask about opportunities with them. Direct approaches can be very daunting and you will undoubtedly get knocked back at some point - but don't give up. Direct approaches are worth all the trouble if they secure you a job. Direct approaches can also demonstrate skills valued by employers such as initiative, enthusiasm and problem-solving skills. Research

is key to identifying your target companies. Use the CTP Industry Sector Guides to find out more about the key companies in each sector, as well as the market trends and recent business news.

Even if they have no vacancies at present, the company may be willing to offer work experience, give advice about other opportunities in the industry, keep your CV on file until an opportunity becomes available or suggest another contact within the company who will be of more help. The most important thing about direct approaches is the more you do it, the more confident you will become and it will become another one of your job hunting skills.

As well as tapping into the hidden job market, you will still need to continue to apply for roles through your normal search methods. Be determined and the hidden job market might just produce the best job you've had: don't just sit at home waiting for a response to an advert, take control of your job search and be proactive. ●



## Prepare for your Discharge Date with the CTP Final Approach Workshop

those elements that increase success when pursuing your employment goals. It is a fast paced workshop which helps to create momentum and a sense of urgency, if such is needed! The workshop is available to Service leavers across all rank groups.

Final Approach is all about building confidence, developing your 'brand', focussing on your market approach and, of course, preparing for interview.

### PRACTISE INTERVIEW TECHNIQUES

The highlight of the day for many attendees is the mock interview with local employers: an opportunity to put learning into practise. At a recent workshop at RRC Cottesmore, representatives from companies in automotive engineering, building and construction, and digital marketing provided Service leavers with the opportunity to practise their interview skills, and then gave insightful and valuable feedback in the post-interview open forum, which was very well received.

One interviewer commented: "It was great to feel useful in their transitional period... They don't realise how much talent they have between them. I found them very passionate about the past careers, and keen to achieve and succeed in their next chapters."

Anthony Flynn, Career Consultant at RRC Cottesmore, said: "The day helped the Service leavers to refresh, re-focus and re-energise their resettlement at a crucial point. We understand that work commitments can take over - after all you still have your job to do! - but at 4 to 6 months prior to your exit date, the Final Approach workshop helps to remind you that the future awaits, and you need to be ready for it!"

For those Service leavers who are within the last four months prior to discharge, the Final Approach workshop covers the crucial elements you should be considering as you approach the civilian job market. If you've served six years or more, the resettlement process, including attendance at the Career Transition Workshop, could begin up to two years pre-discharge. As you near your discharge date, could you do with a refresher on networking, application forms or interview practise? Would you like a reminder of the techniques and strategies covered in the CTW? Consider attending a CTP Final Approach Workshop.

### WORKSHOP CONTENT

The purpose of the one day workshop is to provide you with a reminder of the important aspects of actively applying for roles and a review of the many resources available to help you as you reach this critical stage of your resettlement.

The workshop is designed to help build confidence in your self-marketing, culminating in an opportunity to practice your interview techniques.

The day covers:

- networking
- job search
- job analysis
- CV/application form alignment
- interview preparation and practise
- negotiating
- next steps once you have accepted a role

### INCREASE YOUR SUCCESS RATE

The workshop provides the opportunity to zero-in on



### BOOK YOUR PLACE

Final Approach is available in CTP resettlement centres across the UK - check [www.ctp.org.uk/workshops](http://www.ctp.org.uk/workshops) for dates, locations and more information. To book your place, call the CTP team on **0203 162 4410**.



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the development initiative

## Have you ever thought of extending your military career into civil aircraft maintenance?

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The **Platinum Flexible Account** is a two-year membership incorporating the flexibility to suspend your membership at any time that you are unable to study (due to overseas posting for example). The Platinum Flexible Account is designed as a sole distance learning vehicle, with support from **an individually assigned, industry expert**. With the Platinum Flexible Account you get:

1. EASA Part-66 study notes for each EASA Part-66 Module, read online, plus an optional hard copy version.
2. Over 21,000 Part-66 multiple choice questions with answers, most with references and explanations, driving an online question-by-question study aid and an EASA Part-66 mock exam generator.
3. Tutorial support - **a real person, a subject specialist**, is just minutes away to help you through.

To find out more about the **Platinum Flexible Account**, the funding available from the **MoD's Enhanced Learning Credits** scheme and to start your training for your civilian career, email us for further information at:

[elcas@totaltrainingsupport.com](mailto:elcas@totaltrainingsupport.com) or visit <http://club66pro.com/elcas.php>







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# Steve Thomas

## Roughing it out for our Heroes

I'm Steve Thomas, an ex RAF Communications Operator.

Since leaving the British Forces I have suffered with severe Mental Health issues. During the last decade my mental health issues have led me to attempt suicide several times, my heart has stopped 3 times due to alcohol poisoning and eventually I became homeless.

I have driven away many loved ones over the years as I shut myself off believing I wasn't worthy of their love. I hadn't spoken to my Mother for 2 years, then in June this year my sister made contact with me to tell me my Mother had passed away. Shortly after, the relationship with the woman I had only ever truly loved finally ended because I was still holding onto that evil hatred of myself.

These traumatic events forced me into a place that gave me, as I saw it, two options. To take the long sleep once and for all and put an end to the relentless pain or stand up and be proud of the real me again. I chose to love me.

I couldn't lose any more beautiful people from my life and I couldn't undo what I had done or bring my loved ones back. As I grew stronger I felt I couldn't let this keep happening to so many others out there on the streets, veterans, my brothers and sisters who have given so much to our country. I was blessed, after many years of pushing my family away they were still there for me when I decided to live again. Not everyone is so fortunate.

My challenge is to be as open and honest as I can about my

journey through those dark days battling with my Mental Health, which isn't easy, but I know it can be beaten. I still don't think mental health issues are accepted enough, I felt so much shame which separated me from society driving me deeper into darkness.

I want to do what I can to share my experience and help put an end to our Veterans ending up homeless. I am embarking on a 1,400 mile walk through Wales & England this Christmas and New Year, sleeping rough, reaching out to our homeless veterans to help spread the message that it's ok to talk and share. Everyone should be able to share their suffering without any shame or stigma. Thanks to the support and donations I have

already received I have raised my target for Walking with the Wounded so I am able to focus on the getting my message out there. I want to raise awareness that there are so many of our Veterans homeless this Christmas and suffering with their Mental Health and unable to ask for help. Like me they feel worthless and not worthy of asking for or taking help. I also want to show people that it's not shameful to talk about their problems, it has been my road to recovery.

I will be walking 25 miles a day for 50 days between the 18th December and the 18th February sleeping rough. I will be starting in my home village in the South Wales Valleys over the Brecon Beacons up to North Wales, crossing over to the East of England, down through London, the South Coast and back through into South Wales. Spreading the

message that "it's OK to not be OK" and talking with and sharing a cup of tea and some food with the homeless I meet along the way, giving them information of people who can help them turn their lives around. I know from my own experience that homelessness is not something you choose. It's not a nice place to be while suffering with your mental health. I already didn't like myself then I felt that people were looking at me with either pity or judging me, this led to a huge downward spiral that I just couldn't see a way out of.

Hopefully my challenge will not only show people how many of our Veterans are suffering this Christmas but also let those that are suffering know how many care. People can share and follow my journey on Facebook.

All my very best,  
Steve. ●





# Project Firefly

## Regular to Maritime Reserves



### KEY POINTS

- Project Firefly offers the Naval Service Leaver an opportunity to seamlessly transfer from Regular Service into the Maritime Reserve either Royal Naval or Royal Marine Reserve.
- As a Reservist you are well rewarded for your time, earning extra money, accruing an (additional) pension and receiving an annual tax free bounty of upto £1759.
- It provides opportunities for continued professional development and promotion.
- Offers a chance to remain a part of the Naval/Corps Family.

### Some of the many benefits

to be had for a commitment of just 24 days RNR and 26 days RMR include:

- Good rates of pay, pension and a respectable annual tax-free bounty (currently upto £1759).
- A more stable work life balance, with an initial 2 year harmony

period (although, you are still expected to commit to your annual commitment days of 24 RNR and 26 RMR).

- Opportunities to take up full time positions through FTRS or part time work through Additional Duties Commitments (ADC) or Man Training Days (MTD).

- An opportunity to network!
- Project Firefly has since, its inception in April 2013, seamlessly transferred over 800 highly-skilled SL's into the Maritime Reserves (MR).
- It has attracted considerable political, public and media interest and is influencing the size and shape of the Reserve Forces, which are an integral part of the UK's Defence capability.
- A first this Year is FIREFLY will be holding its own Recruitment Fair in Portsmouth on the 28th September. For further details and/or to register your interest in attending please use the further information contact details.

- The project is widely advertised through both Naval internal communication and external media channels; as well as regular attendance at the Nationwide CTP Employment Fairs.
- The maximum joining age is 56 for RNR and 51 for RMR.

The Firefly team are willing to travel and brief groups or conduct individual interviews. Further information can be found in 2015DIN 01-213, or call **02392 628784/8677** •

**WE LOOK FORWARD TO HEARING FROM YOU**



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Aldershot site



## Stoll builds 34 new homes for Veterans in the Garrison town of Aldershot

Stoll, the leading provider of supported housing for Veterans, is building thirty four new homes in Aldershot for vulnerable and disabled Veterans to rent from Spring 2018.

First and foremost, Stoll provides ex-Servicemen and women with a home when they leave the Armed Forces. A home gives a vulnerable person much needed stability and security. Once people have a home, people can start adjusting more easily to civilian life and Stoll works with a wide range of partners to provide the additional support people may need. This includes a unique combination of health, wellbeing, training and employment services to help vulnerable ex-Servicemen and women live independently.

The new development in Aldershot, designed by architects Pollard Thomas Edwards, will meet the needs of vulnerable Veterans,

such as disabled people and those who have struggled to adapt to civilian life since leaving the Armed Forces. The plans include landscaped gardens which will be accessible for disabled Veterans. Feeling part of a community is a vital issue for many Veterans and therefore the training and vocational activities which will be available at the new development will also be available to the many other Veterans living in the area.

The decision to provide accommodation in Aldershot follows the publication of Meeting the Housing and Support Needs of Single Veterans in Great Britain, a research project commissioned by Stoll and Riverside Housing which highlighted Aldershot

as an area of particularly high housing need for Veterans.

Ian Belcher, Army Veteran and current Stoll resident laid the first bricks on the Aldershot site. He said: "When I came out of the Army, I was in a temporary hostel and ended up kipping in a tent. The more houses for Veterans the better; I think Stoll's Aldershot site will make all the difference for Veterans who need it most."

Tina, Navy Veteran and Stoll resident, said: "The Aldershot development is going to be calming, welcoming and homely which is so important for people going through transition or Veterans who have been unsettled. Coming straight from military quarters, affordable housing is key to make sure the change to civilian life is as easy as possible for Veterans."

The Leader of Rushmoor Borough Council, Councillor David Clifford, has welcomed the start of a £10 million development to create 34 much needed homes for Veterans. Councillor Clifford said: "We are very pleased to welcome

Stoll to Aldershot. This new development will help address the lack of social housing for Veterans in Aldershot and help us prevent homelessness amongst former servicemen and women. We look forward to working with Stoll and them becoming an important part of our local community."

Stoll began assessing applications from 1 October 2017 and will work closely with local partners including the Army, Mike Jackson House and Rushmoor Borough Council. The local authority will recommend Veterans for some of the properties. To be eligible for housing, people must have served in the UK Armed Forces. The homes are available for disabled Veterans or those who need support to live independently and who are currently inappropriately housed and have a low income. Full details are available at [www.stoll.org.uk](http://www.stoll.org.uk)

The scheme, which is being built by Bugler Developments is scheduled for completion in Spring 2018 and is part of the Veterans' Accommodation Pathway in Aldershot, funded by the Veterans' Accommodation Fund, which aims to provide better joined-up housing services for Veterans. The Homes and Communities Agency, the Royal British Legion, the Bernard Sunley Charitable Foundation and the Wolfson Foundation are also making very significant contributions to the project.



Captain Andy Green from Aldershot



Ed and Stoll trustees and residents



Gathering for a tour of the site

Anita Fry



Stoll has appointed Anita Fry from Aldershot to be the housing officer for the town's new accommodation. Anita Fry brings considerable experience to the role. She has been a housing officer with Stoll in London and has previously worked at Mike Jackson House and as a volunteer case worker with the Royal British Legion in Aldershot. She is now beginning to meet the people who would like to move into the new accommodation. Anita will assess Veterans' housing requirements and make sure they have appropriate support, such as expert health care and benefits advice. Disabled Veterans will benefit from brand new accessible accommodation and Anita will ensure the fixtures and fittings

are designed to meet disabled people's specific requirements.

Anita Fry said: "Working for Stoll here in my home town is a dream job for me. I am excited about meeting the Veterans and working with them to move forward in their lives. My father served in the Army and I know just how important it is for Veterans to have a decent home. The new Stoll homes are being built in a lovely part of Aldershot and will provide a superb tranquil setting for people. I am thrilled that Stoll is building these homes in Aldershot as I am well aware of the need locally."

Andrea Howlett, Stoll's Director of Housing and Development, said: "Anita has unique experience for this important role. Her expertise in identifying Veterans' individual housing and support needs, coupled with her passion to ensure the very best for Veterans, will be invaluable to the community in Aldershot. The new purpose built accommodation will be high quality and will enable ex-Servicemen and women to rent an affordable place to live in the town."

For more information about Stoll or the Aldershot development, contact James Ford on **07974 565425** or **james.ford@stoll.org.uk** or Becky Frankham on **07889166734** or **becky.frankham@stoll.org.uk**

Stoll Chief Executive, Ed Tytherleigh, said: "We are working closely with local partners and we look forward to providing those Veterans in the greatest need with an affordable home to rent. Our housing model has worked well in London for 100 years and we are pleased that we will now be able to support Veterans in the Aldershot area to lead

fulfilling independent lives. This development will be the first Stoll accommodation outside London. This is an important milestone for Stoll and would not be possible without the generous support from our funding partners." ●

**stoll** housing and helping Veterans



Ed and Andy Bugler





# Soldiers' Charity provides the spark for veteran turned electrician

When former Lance Corporal Scott Morris was medically discharged from the Army, he wasn't sure where to turn.

**A**BF The Soldiers' Charity, in partnership with one of their key corporate supporters, Barclays, assisted Scott with funding towards the cost of an electrician course. This helped him to gain the necessary qualifications to embark on a successful and secure civilian career.

Scott Morris served in the British Army for seven years with both 1 and 2 MERCIANS, undertaking two tours of Afghanistan. On his second tour in 2013, he was on operations in the back of a vehicle, which was navigating

using thermal cameras due to the dark, cold conditions. Suddenly, the vehicle hit a hidden ditch in the road and rolled in to a river, landing upside down. As the vehicle flipped, the radio came loose from its fixings and hit Scott in the pelvis, causing serious injury.

Despite receiving treatment for his injuries back in the UK, Scott continued to experience issues with his back and legs. After multiple surgeries, he was moved to a Personnel Recovery Unit (PRU), where it became clear that he wasn't going to be able to continue his career in the Army. He struggled to accept this at first and experienced mental health difficulties:

*"At first, I didn't really take it too well. I found it hard, to the point where I ended up talking to the DCMH [Departments of Community Mental Health] team. My career just kind of nosedived because of my injuries – I had this idea of what my life was gonna be like in the Army and it just hit a crossroads. But then, eventually, through the help of the DCMH, they got me focused. I decided to follow my grandad's footsteps; he was in the trade – not as an electrician – he was more carpentry, stuff like that. So, yeah, I decided I'll move into the electric side, 'cause you're always gonna need electrics."*

Scott completed his basic electrician training, but he still wasn't qualified to sign-off installations or commission work himself. He approached ABF The Soldiers' Charity for help and, through specialist funding provided

by Barclays – one of The Soldiers' Charity's corporate partners – was able to enroll on an Electrician Inspection and Testing course.

As part of the course, he was required to complete a certain number of 'onsite hours', so began a placement with Magenta Living – a housing provider and not-for-profit organisation based in Wirral. After impressing on his placement and completing his course, Scott was offered a full-time job with Magenta, something he accredits to the support he received from The Soldiers' Charity and Barclays:





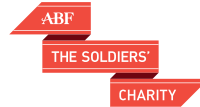


*"it's made a big impact to me – it's basically helped me get my full-time employment here. It's also helped to relieve the stress I had when I was coming out of the Army, the stress of thinking 'What am I gonna do?' – it's massively helped."*

After his journey from the Army to a career in civvy street, Scott firmly believes in the importance of donating to charities like The Soldiers' Charity and encourages his fellow soldiers and veterans to come forward if they need support:

*"The problem is the strong stigma of asking for help - it's seen as a weakness. Sometimes, if you try and do it on your own, you're not gonna go very far. You need help to do things. You can't always do everything on your own."* ●

To learn about Magenta Living's latest projects, visit [magentaliving.org.uk](http://magentaliving.org.uk)



The Army's National Charity

#### A BIT ABOUT ABF THE SOLDIERS' CHARITY

**Who we are**  
ABF The Soldiers' Charity is the National Charity of the British Army, supporting soldiers and veterans from every conflict, and their immediate families. We were established as the Army Benevolent Fund in 1944, to ensure that the hardships endured by soldiers in the aftermath of 1914-18 were never repeated.

Most soldiers leave the Army with a promising future and excellent life skills, but there are some who need extra support as a result of their service. For more than 70 years we have been helping people from the Army family, defining our work through the Army's own values of courage, loyalty and selflessness. We are constantly changing and adapting to meet the current needs of today's Army: each year we provide assistance to thousands of individuals in need and make grants to a wide network of other charities and partner organisations,

delivering specialist support on our collective behalf across 55+ countries worldwide.

#### What we do

We often help with the everyday things, which may not be exciting, but are life-changing to our beneficiaries. Support with care home fees, training courses or home adaptations are just some of the things that can ensure every soldier and veteran of the British Army is afforded the independence and dignity they deserve.

Those individuals who need us usually come to us through their Regiments or Corps, and we can often provide vital help within 48 hours. On some occasions, we can provide a grant within minutes; we understand that if you're facing a night without shelter or your next meal, you need help right away.

The scope of our work is enormous; last year our eldest beneficiary was a 102-year-old World War II veteran who needed assistance paying his care home fees. The youngest was a nine-month-old child of a serving soldier who needed funding for medical bills.

To find out more about the work of The Soldiers' Charity, visit [soldierscharity.org](http://soldierscharity.org).



#### BARCLAYS' ARMED FORCES TRANSITION, EMPLOYMENT & RESETTLEMENT (AFTER) PROGRAMME

Every year, through their AFTER programme, Barclays supports thousands of Servicemen and women with their transition into civilian employment, by providing work placements, direct employment opportunities, CV and interview coaching, and money management sessions. They also provide millions of pounds in funding for education and vocational courses for Service Leavers, through Service charity partnerships like the one with ABF The Soldiers' Charity.



ABF

THE SOLDIERS'

CHARITY

## The Army's National Charity

We exist to provide a lifetime of support to soldiers, veterans and their immediate families.

We support up to 100 front line charities and specialist organisations – such as SSAFA, Combat Stress, Royal Star & Garter and the NSPCC – to deliver help on our behalf. We also make direct grants to some 5,000 individuals, ranging in age from 6 months to 105 years old. Through our network of support, our work touches the lives of around 80,000 people worldwide, every year.

Donate or get involved in fundraising at [www.soldierscharity.org](http://www.soldierscharity.org)



[facebook.com/soldierscharity](https://facebook.com/soldierscharity)



[instagram.com/soldierscharity](https://instagram.com/soldierscharity)



[@soldierscharity](https://twitter.com/soldierscharity)

ABF The Soldiers' Charity is a registered charity in England and Wales (1146420) and Scotland (039189). Registered Office: Mountbarrow House, 12 Elizabeth Street, London SW1W 9RB, Tel: 020 7901 8900, Email: [fundraising@soldierscharity.org](mailto:fundraising@soldierscharity.org)



Cobseo  
The Confederation  
of Service Charities



Veterans  
Scotland





## THE NOT FORGOTTEN ASSOCIATION

From Comradeship To Challenge™

For 97 years The Not Forgotten Association (NFA) has quietly gone about its work of bringing comradeship, hope and happiness to thousands of serving men and women who are wounded, injured or sick and to veterans with disabilities or illnesses, irrespective of whether their health problems arose during or post service.

The Not Forgotten Association (NFA) puts the fun, energy and enthusiasm back in to the lives of those who have served their country and are now suffering. Founded in 1920 for the 'comfort, cheer and entertainment' of servicemen injured in WWI, the NFA remains true to its original principles; providing entertainment and recreation for the benefit of serving personnel who are wounded, injured or sick, and for any veteran, of any age, with a disability, illness or injury.

They are proud to support some 10,000 beneficiaries from the Royal Navy, Army, RAF and Merchant Navy each year through a tailored programme of concerts, outings, holidays, Royal Parties and the provision of televisions and TV licences to those

who are housebound or have limited mobility. Each of their events aims to enhance wellbeing, restore confidence, promote camaraderie and lift spirits. Ultimately they aim to improve the chances of the individual and their family enjoying a normal if not better life. As one beneficiary stated "There isn't a day when I don't miss the camaraderie of military life. Yesterday I enjoyed long-missed banter with so many ex-servicemen and women and made new friends. Today I woke up feeling happy and positive for the first time in more than 10 years. Your charity has made such a change in my life from just one day out. You provide a wonderful service to the ex-service community."

The NFA does not receive any guaranteed or statutory income and instead relies totally on the goodwill and generosity of those who recognise the value of their work.



Skiing in France



Garden Party at Buckingham Palace



Alpine Canoeing in the French Alps



Track Day at Brands Hatch

[www.nfassociation.org](http://www.nfassociation.org)



[info@nfassociation.org](mailto:info@nfassociation.org)



# From the forces, to the front-line in business...

It can be exciting, considering what to do next when you leave service.



Many people choose to forego returning to standard employment in a full-time or part-time role, instead they take the leap into self-employment through business ownership.

Deciding which sector would be best for you can be tricky, but it's clear that the drive, ambition and experience gained in the forces can easily translate to the attributes of a successful business owner.

## SHIP-SHAPE AND BRISTOL FASHION...

Mum, Sue Mark, has moved from a 21 year career in the Royal Navy to embark upon a very different career running her own domestic homecare business, Bright & Beautiful, in Southampton.

Sue, 43, joined the Royal Navy in 1990 and was one of the first women in the UK to undertake the same training as her male colleagues. She went on to reach the rank of Chief Petty Officer and was responsible for maintaining and fixing a wide range of electrical equipment such as the ships radars and command system.

After travelling all over the world with her job, from America, Canada, Japan and Australia to The Falkland Islands and Iceland, Sue left the Navy in 2012 through redundancy and now lives with her husband, son and two rescue cats.

Sue's Bright & Beautiful business is keeping the homes of Southampton ship-shape with a team of housekeepers delivering ethical, professional and eco-friendly cleaning, tidying and laundry services using only non-toxic and eco-friendly cleaning products and equipment.

Sue says: "A career in the Royal Navy is very possibly the best training I could have had for running a housekeeping business as everything on a ship has to be absolutely in its place and as clean as a whistle! Living with two men in my own family I also know just how much work is involved in keeping a household in order, running smoothly and looking good."

"Starting my own Bright & Beautiful business is all about wanting to make a difference and to improve lives – from doing a great job for my clients who value their time, to training my team of housekeepers to be the best in class, to being able to build a business that allows me to enjoy my own work and home life equally."

## BRIGHT & BEAUTIFUL

A BEAUTIFULLY CLEAN HOME AND A BRIGHTER YOU

Find out more about Bright & Beautiful: [www.brightandbeautifulhome.com/cleaning-franchise-opportunities](http://www.brightandbeautifulhome.com/cleaning-franchise-opportunities).



## WINNING AWARDS FOR MAKING A DIFFERENCE...

The BSi Resettlement Awards are an acknowledgement of the challenges many ex-service men and women deal with when they leave the Armed Forces. For Andrew Davis, winning the Service Leaver 2017 award is gleaming recognition of his progression into civilian life with the support of the franchise behind him.

Andrew was a Commissioned Officer with the British Army before investing in his Right at Home franchise. After having been on active duty in the Balkans and Iraq, he took on more of a mentoring role, to help other officers prepare to successfully command their troops during operation.

In 2012, he began his transition back into civilian life, and looked at franchising as a way to start up his own business. "I chose franchising because being 'the master of my own destiny' was important to me. I chose Right at Home because they offered a





lot of support, which allowed me to be my own boss and follow my passion as I moved away from the more structured life in the army," explains Andrew. "I also wanted to find a way I could offer something back to the community. By offering local jobs, community engagement, and the best in quality care, I really believe I am making a difference."

Andrew's business provides high-quality home care services to elderly people and adults with physical disabilities in Bournemouth. "It's quite a departure from my previous life!" says Andrew. "And while I had some support from the Army before leaving, I know, setting-up my own business would not have been possible without the expert support, advice and guidance of the Right at Home UK team."

The public service ethos brought through from the Army allows him to think outside the box, and go the extra mile for clients, such as providing overnight 'pop-in' visits. He has also been working with the South West Ambulance Service, to train his team, and investing in specialist equipment. This enables them, in certain circumstances, to carefully lift from the floor someone who has fallen.

"I'm really proud of the business I have built over the last five years. Winning the Service Leaver Franchisee of the Year award is a nice icing on the cake!"



Find out more about Right at Home: [www.rightathomeuk.co.uk/franchise-opportunities](http://www.rightathomeuk.co.uk/franchise-opportunities).



### WHAT IS FRANCHISING?

Business format franchising is when one person (the franchisor) grants another (the franchisee) a licence to trade under the brand and proven business systems of the franchisor. The franchisee will be able to make use of a package of resources, comprising all of the elements necessary to establish a previously untrained person in the business, to run it with initial training and ongoing support from the franchisor.

### WHAT'S IN IT FOR ME?

Franchisees have the advantage of going into business for themselves but not by themselves. With initial training, ongoing support and a network of fellow franchisees, there is a vast amount of guidance and collective knowledge at your disposal.

Another benefit of franchising is making use of an already established brand. It can be difficult to make a name for your business within a local area, the ability to use a brand with a growing or established national brand identity can be a fantastic asset to a budding new business. Investing in an already established brand can also make obtaining funding for your business easier, as the brand has a proven business model with a financial history. If you do apply for funding to join a franchise, make sure you speak to their franchise division directly – their details can be found on the bfa website.

### WHO ARE THE BRITISH FRANCHISE ASSOCIATION (BFA)?

The bfa was established in 1977 and is the only voluntary self-accrediting body for the UK franchise sector. Its aim is to promote ethical franchising practice in the UK and help the industry develop credibility,

influence and favourable circumstance for growth. It does this with a self-regulatory, standards based approach to membership of the association.

Brands must undergo a rigorous accreditation process prior to joining membership. This accreditation reviews their franchise agreement, promotional materials, operations manual and financials to ensure that the business is profitable and has evidence that their financial projections have been met. The bfa also survey the network of franchisees, to ensure that they are receiving the training and support offered.

### WHAT SHOULD I LOOK OUT FOR?

Whether or not a brand is a member of the bfa, you should always complete significant due diligence prior to embarking on any business investment. You need to make sure the business is right for you, your goals and the attributes you bring to the partnership.

A good franchisor will be willing to answer your questions and put your mind at rest if you have any concerns, you are considering an investment of both time and money into their brand and they should respect this. The bfa have resources on their website to help arm you with useful and in-depth questions to ask in meetings with the franchisor, as well as the free Prospect Franchisee Certificate course, in association with Lloyds Bank. This course is module-based and created with expert advisors from the franchising industry, to help provide you with an overview of the sector and what you need to know about franchising as a prospective franchisee.

Any financial projections that are provided during your initial enquiries should be backed-up with evidence to prove that they

have been achieved in the past. Understandably, some franchisors will not divulge their financials or intellectual property in the form of their operations without filtering out prospects who aren't serious about their brand. A method some franchisors use, is to only release this information upon receipt of a deposit. This deposit should be refundable less any 'tangible expenses', the bfa considers tangible expenses to be expenses such as hiring a professional in your chosen territory to scope out commercial premises. Should you choose to proceed with the brand, this deposit would then be deducted from your initial franchise fee.

Last, but by no means least, it is imperative that you seek legal advice from a solicitor who specialises in franchising prior to signing the franchise agreement. This is incredibly important to ensure that the correct protections are in place for you and there are fair and ethical processes in place to deal with disputes and termination of the agreement. To help you identify legal advisors who know franchising well and therefore will not waste your time and money trying to make changes that will never be accepted, the bfa have a list of bfa-accredited legal advisors listed on their website.

To access the bfa's full directory of accredited brands and professional advisors, access resources to help you complete your due diligence and find out more about franchising, visit the bfa website: [www.thebfa.org](http://www.thebfa.org) •



From Snap-on man to Snap-on manager

# moving up through the ranks

Much like many other determined ex-servicemen and women, Mark Houston found Snap-on after leaving the armed forces in 1993.

**A**fter several years running his own profitable Snap-on franchise, Mark, 44, was given the opportunity to take on a new role within the Snap-on management team. Here, Mark explains how he came to build his career with Snap-on after leaving the army – and how others, like him, can progress through the ranks.

## CAN YOU TELL ME A BIT ABOUT YOURSELF AND YOUR BACKGROUND IN THE ARMED FORCES?

I came from a military background – my father served in the army for 22 years. He was never stationed in one place for too long so we spent a lot of my childhood moving around the country and, because of that, my education suffered. My father had such passion for the forces that I decided to follow in his footsteps, leaving school at 16 to join the Royal Engineers. Being in the army suited me down to the ground. I'm a hard worker so I just kept my head down and got on with the training. I was also given support with my English and Maths studies, after struggling at school. It was invaluable to finally get proper help in subjects I would go on to use in my adult life.

## WHY DID YOU LEAVE THE ARMY?

Unfortunately, I suffered a pretty awful foot injury. The damage was so bad that I had no other option but to leave. For the first time in my life, I had no real sense of direction. I ended up taking the first job I could find; as a Dental Technician. It paid the bills but I hated it – I stayed long enough to obtain a National Diploma, before joining Snap-on.

## HOW DID YOU COME TO WORK WITH SNAP-ON?

I joined the Snap-on network in 2001, first as an employee of an existing franchisee, then later, I became a franchisee myself in Blackpool and Lancaster. Because I'd worked hard to develop the business I was employed in and then went on to build my own successful franchisee too, I put myself on the map with the Snap-on head office team so when a management position opened up, they thought about me for the role. I'd been running my franchise for around five years when the opportunity came up to become a Field Manager, as they were then called, in the North East. It felt like a great chance so I went for it. Within a few short years, I'd built a team of 17 and we were crowned best in the region, two years running. I then moved back to the North West – this time as Business Manager, a role I had for five years.

## WHAT IS YOUR JOB ROLE WITH SNAP-ON?

In October of last year, I returned to the North East as Business Manager, which involves managing 67 territories. No two days are

the same, and I love it! My daily duties can include a variety of tasks; anything from developing business reviews, visiting franchisees on the road and meeting with my management team to monitoring sales and supporting the franchise team with recruitment.

## ARE THERE ANY SKILLS WHICH YOU PICKED UP WHILST IN THE ARMY THAT YOU STILL USE NOW?

The self-discipline you pick up in the military is invaluable. There's not a clock-in, clock-out system around here, whether you're a franchisee or work for the management team – it's about self-disciplined structure. The armed forces teach you to think on your feet and Snap-on puts that theory into practise!

## WHAT ARE YOUR PLANS FOR THE FUTURE?

I plan to stay with Snap-on for the long haul! As a business, they've been supportive of my career aspirations from day one; I joined with limited qualifications and no real sense of where I wanted to be but they have consistently offered me opportunities to progress.

Through Snap-on, I recently started studying for an MBA

(Master of Business Administration) qualification, something I would never have put myself forward for as young man. Achieving this will help me on my path towards a national sales role, which is where I hope to be in a few years.

## HOW DOES WORKING WITH SNAP-ON FIT AROUND YOUR PERSONAL LIFE?

I have to be honest, even in those early days as a franchisee, I'd work long hours and rarely took a break. As a Business Manager, my role is demanding and it takes a lot for me to slow down – but I wouldn't do it if I didn't love it.

Most importantly, working for Snap-on has given me a good lifestyle. It's meant that myself, my wife and my two sons have a comfortable life; we've even been fortunate enough to buy a second property. It's not all work and no play though! I'm an amateur boxing coach and I always make sure I find the time for that.

## HAVE YOU GOT ANY ADVICE FOR ANYONE LEAVING THE ARMED FORCES IN THEIR RESETTLEMENT?

Plan for your resettlement at the earliest point possible. I see so many young men and women leave the forces with little to no idea of what options are available to them. The best advice I can offer is keep your options open; explore careers in both the employed and self-employed sectors, and take courses in management and business. Going into management hadn't been something I'd even considered when I joined the Snap-on network all those years ago but working hard and constantly pushing myself opened a lot of doors for me; it's as simple as that.



Mark at a Snap on conference



Another Snap-on franchisee keen to make management his future is Ben Baker. Just like Mark, 31-year-old Ben had always wanted to follow in his father's footsteps. But for Ben, that meant as a self-employed business owner. For over 15 years, he watched as his dad, whilst working incredibly hard, was able to pick and choose his hours and control his own future – which now includes being semi-retired to a dream home in France. Influenced by his dad's success and encouraged to build a business of his own, Ben decided to become a franchisee with Snap-on. After just two years, his hard work and passion for his business have seen him excel! Within his first year as a franchisee, Ben's

phenomenal product sales saw him finish in the top 40 in the UK and in the top 100 worldwide.

#### HOW DID YOU COME TO OWN A SNAP-ON FRANCHISE?

Before joining Snap-on, I'd always been in the mechanics trade, in one way or another. Straight out of school, I did an apprenticeship in a vehicle body repair shop then spent eight years as a panel beater. I enjoyed the work but I never felt particularly challenged and the pay wasn't fantastic – even when I took on a role as Deputy Manager in a body shop. Seeing how successful my dad was always made me want to do something for myself, I just didn't know what or how I could do it to be honest.

Through my years in the trade, I'd always been aware of Snap-on, I knew and loved the brand but as a customer and not as anything else. One day, I got speaking to the local Snap-on man about his business and he couldn't recommend Snap-on enough – so I decided to look into becoming a franchisee.

#### WHAT ARE YOUR PLANS FOR THE FUTURE?

The benefits of being a Snap-on franchisee are endless. Provided you're prepared to work hard then you're in a position to earn good money and, potentially, you've got a role for life. But eventually, I'm hoping to go into management within Snap-on. I'm keen to explore other parts of the business and step into different roles for the company if I can. I've been in management before and, although I enjoy spending time on the road with customers, I miss the responsibility of developing a team. I see myself going far with Snap-on no matter what!

#### HOW DOES WORKING WITH SNAP-ON FIT AROUND YOUR PERSONAL LIFE?

My family are my driving force and my wife, Victoria, is so supportive. Two years as a franchisee has given me the opportunity to build a little nest egg of savings,



which I wouldn't have been able to do before. Spending time with my girls is the aim of the game though. I work hard all week so that I can prioritise them as much as possible in my down time. As a franchisee, I fit my weekly routine around my family. Family always comes first and Snap-on allows me to prioritise them.

If, like Mark and Ben, you're ready for a new challenge and want to build a career with a trusted, global brand, text **FRANCHISE** to **07786 201 770** or visit **www.snaponfranchise.co.uk** to find out more about the Snap-on franchise opportunity. ●



# Snap-on



## Be your own boss: with a Snap-on Tools franchise

Snap-on is the world's number one professional tool brand. With over 90 years' experience, we are the leading global manufacturer and distributor of tools for the professional technician.

As a franchisee, you will own and run your own iconic showroom on wheels! We have over 430 franchisees who come from all walks of life - many joined us after leaving the armed forces. We provide training in all aspects of the business and work with you for life to ensure your success.

**With Snap-on, you're never just a man in a van!**

- ▶ Full training and lifetime support
- ▶ You keep 100% of your profits
- ▶ A family-feel community of likeminded people
- ▶ More time, more money and more freedom
- ▶ Help to buy scheme available

**On average, our franchisee's sales to their customers are in excess of £6k per week.**



**"I've been doing this for three years; I've got my own business making good money and supporting my family. The best thing for me is being my own boss: doing what I want, when I want and knowing we get the benefit of my hard work."**

Chris Ashton, Northallerton franchisee.

**Text FRANCHISE to 07786 201 770 or visit [www.snaponfranchise.co.uk](http://www.snaponfranchise.co.uk) to find out more.**

# Still Going Strong

gas-elec's first franchisee  
Dennis Healy is still going  
strong after 20 years!

One evening back in 1996, Dennis Healy was nursing a pint in his local and got chatting to a former director of gas-elec, the nation's premier gas and electrical inspection company.

Dennis had recently been made redundant from Southern Electricity where he had worked for 19 years. Dennis approached gas-elec as he was interested in an opportunity with the company.

Dennis was definitely gas-elec material. But, in order to join gas-elec the electrical engineer needed to add another string to his bow and qualify as a gas engineer. Having both qualifications would make him perfect for gas-elec, whose founding concept was one

engineer who could carry out a gas and electrical inspection in one visit, producing one report – saving landlords, tenants and homeowners time, inconvenience and money.

Back then, the idea of a combined safety inspection was nothing short of revolutionary – so revolutionary, in fact, after its first year in business, the company still didn't have a single competitor.

Dennis qualified as a gas engineer and became part of the pilot scheme for the company to be awarded BFA membership. He achieved this by working as a potential franchisee for one year. He liked it so much, at the end of the year he bought a franchise.

Sales and marketing is directed from a dedicated centralised office. Work is provided and the regional offices book and coordinate the jobs for the engineers.

Only the first job is usually a timed appointment, thereafter the jobs are scheduled to either morning or afternoon slots. When inspections have been completed, the engineer submits the details of the inspection onto gas-elec's bespoke central IT system, ready for the job to then be invoiced.

One of the biggest headaches for self-employed people is admin and book keeping, which is why gas-elec devised its bespoke bureau facility which, on franchisees' behalf, collects in monies, performs credit control and sets credits limits for clients. It then pays franchisees twice a month upon receipts.

The company came up with the idea some years ago after it realised that the amount of time regional offices were spending on admin and invoicing, was leading to a direct fall in sales. On average,

it saves gas-elec franchisees around 17 hours a month – that's support for our franchisees!

All this has enabled Dennis to comfortably look after his very large family – seven now grown-up children and a wife.

These days, most of Dennis's work is in and around Berkshire, the SL postcodes are his prime area of responsibility. Sometimes he gets several days' work at the same property which cuts down on driving.

A good proportion of gas-elec engineers earn more than £60,000 a year, and gas-elec has provided services to over 1,000,000 customers.

The majority of Dennis's workload comprises of gas and electrical inspections, boiler repairs and electrical remedial work for Letting agents and private landlords in the rapidly growing lettings industry.

For the first time in modern history, more people privately rent their home. By 2026 half of all householders in the UK will be living in private rented accommodation, which remains gas-elec's core market.

The company's workload is also determined by changing legislation. Dennis, for example, has added to his skills set how to carry out risk assessments for Legionnaires' disease. Landlords are now legally obliged to carry out these assessments in their tenanted properties. He can also supply and fit smoke and carbon monoxide alarms

The company can also offer its clients a bespoke service tailored to their needs. Our national clients also have the facility to monitor the status of their jobs using our bespoke IT system.

Now on his fourth franchise agreement, Dennis says "If he is blessed with continuing good health, he has every intention of renewing for the fifth time."

When asked if he had his time over, would he do it all over again. "Yes I would!" ●







## A day in the life of a franchisee

### DAVID MCVICKER GAS & ELECTRICAL SAFETY INSPECTION FRANCHISEE

My planning for each day, really begins the night before when I check the on-line bookings system to see what jobs the office have arranged for me. This means I know exactly how many appointments are scheduled, where and what time in advance, which is a great help. I can also

check the specifics of each job before I start my day, either on line or with a quick call to the office.

I tend to leave the house around seven in the morning. Sometimes I deal directly with tenants in rented properties, although often I work with lettings agents and landlords with regard to gaining access and the logistics of getting each job done. I also have customers who own their properties (i.e. no letting agents involved), which

means the range of clients I work with is quite varied.

I have been a gas elec engineer for over fourteen years now and am happy to say that I have built up a strong, loyal client base who trust my advice and ability.

Sometimes I revisit a property each year to check gas meters, cookers or boilers and it is dealing with and getting to know the clients that makes the job enjoyable. Every day is different and I can honestly say I still find my work exciting.

I also prepare paperwork for any follow up repairs that might need to take place. I send these to my local office who then liaise with the relevant suppliers and issue quotes directly to the customer. I can honestly say that my level of paperwork and administration would be far greater without the support I receive from my local office, as well as the head office.

At the end of each day the first thing I do, after making a much needed cup of coffee, is to log onto my computer to input data collected from my visits. As long as everything I have inspected meets current safety legislation, then I can synch results to head office and certificates are issued instantly, and available for customers to download, a god send for busy landlords.

I then ring the office for a quick chat about how my day went and then it's almost time to see what's been booked for me for the next day and the process starts over again. I definitely made the right decision by investing in a gas-elec franchise – which ticked all the boxes for me.



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## KLM UK Engineering

**AIRFRANCE INDUSTRIES** **KLM**  
Engineering & Maintenance



KLM UK Engineering is a leading regional aircraft and narrow bodied Maintenance Repair Organisation, wholly owned by the AFI KLM E&M Network.

**T**he Company is based in Norwich, Norfolk and has been situated here for over 40 years and has been known under various names such as Air Anglia and Air UK, before being taken over by KLM in 1997.

The Company's core business is heavy maintenance at its Norwich facility, but also carries out aircraft component sales, aircraft disassembly & recycling and has line stations throughout the UK. We have an onsite workshop providing services such as NDT, composite repairs, calibration and interior refurbishments and have an onsite technical training facility within the newly opened International Aviation Academy Norwich.

We are EASA Part145/147 & FAA Approved and hold other countries approvals & certificates, covering maintenance on Fokker 70/100, BAe146/Avro RJ's, Embraer 170/190, Boeing 737 all series & Airbus A320

Family. Our customer base is worldwide ranging from Dublin to Dubai, through to Russia and as far as Australia and Canada.

The Company operates Lean Six Sigma principles which go hand in hand with our Safety Management

System to operate a cohesive way of working which is both efficient and safe for our staff. Within the lean principles we encourage our staff to make suggestions for improving the way we work and have specific project teams to bring these improvements to life throughout the year. We recognise that the people carrying out the job can make the difference.

We employ highly skilled & dedicated people that make our business a success, with a total headcount approx 360 across

the maintenance & support departments, which includes our technical college. Many staff have been with the company for over 15 years with our longest serving colleague at 43 years and believe in growing our own, which includes many management positions of all levels filled with ex-apprentices, as well as fresh faces with fresh ideas.

KLM UK Engineering has been training engineers for over 30 years in Norwich and has moved to a new facility within the recently







opened International Aviation Academy – Norwich. This brand new purpose built facility, not only has classrooms & workshops for students, but houses a live Boeing 737 Classic Generation aircraft within the emulation zone, so students can get hands on. This new facility is located next to the maintenance hangars making it an inspirational place to work & study and is close to the main hub of the business.

We work in partnership with Colleges & Universities to deliver apprenticeships and degree programmes which incorporate EASA courses & B1.1 Licence. As well as this we offer initial & continuation training and aircraft type training courses. Over recent years we have developed a variety of online training courses which include EASA CAT A, B 1.1 & B2 Licence, Fuel Tank Safety, Human Factors, and Electrical Wiring Interconnect System (EWIS) and can be studied anywhere, anytime via our Virtual Learning Environment (VLE) which was launched a couple of years ago with great feedback from users.

Enhanced Learning Credits can be used towards our courses and an ELC claims form needs to be completed via the ELCAS website. Our ELCAS number is 4624.

The industry identified a worldwide shortage of aircraft engineers a few years ago and this skills gap needs to be filled. KLM UK Engineering is committed to and passionate about training the next generation of aviation engineers and has been key in promoting this and making it happen through its own apprenticeship scheme, degree programmes and retraining out of industry engineers. The Company also has a high percentage of ex-military staff and embraces their knowledge and skills across the hangars and in the support departments. The Company also supports the engineers through a night school to help gain licences while the engineers continue with the day job.



#### ANNELIESE POOLEY

It was 38 ago (1979) when I took the train from Cardiff to RAF Hereford to begin my career in aviation. I had chosen to join the Royal air force for 3 superficial reasons 1. I liked the colour of the 'best blue uniform' 2. I had seen a photograph of two girls looking into the cockpit of a Phantom aircraft and thought "that looks an interesting job" ! and 3. I didn't want to work in an office or a shop.

After basic training then trade training as an Aircraft Propulsion mechanic, I was posted to RAF Kinloss in the far north of Scotland. I spent 4 1/2 years working on scheduled and casualty maintenance on Nimrod maritime reconnaissance aircraft.

By the end of 1984 I had been posted back to RAF Halton to begin more training as an Aircraft Propulsion Technician. Following my successful completion of the course in 1985 I was posted to RAF Coltishall in the wilds of sunny Norfolk. At Coltishall I worked in the engine overhaul bay which provided the Rolls Royce Adour aero engines that powered the RAF's Jaguar aircraft. This job entailed a complete strip down of the engines, inspection, rectification of defects and reassembly. I did this for nearly 6 years and also spent 2 years at the Uninstalled Engine Test Facility. The work at the test facility was interesting - involving fault diagnosis, engine vibration analysis and more defect rectification. I also spent 9 months working on 41(F) Tactical Reconnaissance Squadron

During my time at Coltishall I had been promoted to the rank of corporal and become a team



leader within the bay. However opportunities for promotion to sergeant were scarce and I decided that it was time the airforce and I parted ways. Redundancy had been offered and I had a vague idea that I wanted to run a small business that involved crafts and/or fabrics. After 14 years in the airforce I took the redundancy and did the usual resettlement courses. I had done a small course on retailing and during the course had applied to a company called Martin the Newsagents, now called RS McColls for a shop managers position.

My stint as a newsagents manager lasted a year, but I decided that working within the general population selling 'mags and fags' was not for me. I liked being in charge but I didn't like the customers and working for a chain did not allow any freedom of choice.

A friend who worked for a small helicopter company at Norwich airport mentioned that due to the company's expansion there was a vacancy for a person to do their technical records and stores. I felt that I would be capable of doing this sort of job and duly applied. After a short interview I was offered the position at KLM ERA Helicopters. A few months later an internal vacancy was advertised for technicians, I applied and was promoted to technician. This job involved line and light scheduled maintenance on the helicopters that ferried the workers offshore to the gas rigs in the southern North Sea.

Unfortunately KLM ERA Helicopters lost the offshore contract and the decision was made by the head office in the Netherlands to close our line station at Norwich. So after 3 years I was made redundant.

So I came to KLM UK Engineering in 1998 and was taken on as a mechanic During my employment here I have

worked on all the different aircraft types doing engine and airframe tasks. In 2009 the company began night school courses for B1 modules. This seemed like a very good opportunity to increase my knowledge and employability. I gained my B1 licence in 2010 and have also passed the type courses for Boeing 737 classic and New Gen and the Airbus A320 family. Promotion to technician came in 2012 and I am currently working as a technician on the Aircraft Structures Team. I am also a workplace representative for the Unite union.

KLM UK Engineering offers a competitive salary, shift premium, type approval pay, overtime, provision of full PPE, type training, with a minimum 20 days holiday plus bank holidays, options to buy/sell holiday, contributory stakeholder pension scheme, childcare vouchers, cycle to work scheme, social club, long service awards, onsite canteen, onsite parking and more and is supportive of staff development.

For all training enquires please contact: **+44 (0)1603 254660** / **training@klmuk.com**

For all employment enquires please contact: **+44 (0)1603 254513** / **jobs@klmuk.com** **www.klmukengineering.com** / **@klmukcareers @afiklmem / LinkedIn**





# 7 easy ways to boost your income As a Personal Trainer

Starting out as a personal trainer can be difficult for a number of reasons, whether it's because you only have a few clients, or you find it a bit hard to find a good space to train people or just because you don't seem to get the grips on marketing, it continuously seems like constant work needs to be put in in order for your PT business to grow.

But success doesn't come easy so the blood, sweat and tears will be worth it in the long run. Because we are familiar with the fact that personal trainers who are just starting out need a few pointers, we've taken a look at some of the ways that could help improve your work and boost your earnings as a personal trainer:

- Free bootcamps! Organising free boot camps could help grow your client base (and quite considerably in some cases). You may think "why for free?". The answer to this is quite straightforward: everybody likes free things, even more so when these will contribute to a better health and keeping fit; and this alone would make people more likely to come to your sessions. If these sessions go well word of mouth will spread as your clients are more likely to recommend you to their family and friends. This is a great way to build a client base fast as potential clients experience your training first hand.
- Go online. Another way to boost your earnings as a personal trainer is by selling your PT services online. This is the best

way to remain flexible as you can still give advice, design programs and train your clients over a webcam in the comfort of your own home. One of the positives of offering online personal training is that you don't have to spend money on travelling as well as the fact that your client base can be worldwide.

- Take up some CPDs. Of course, a personal trainer has

the potential to bring a great income but if you want to increase those figures even more it would be wise to do a CPD (Continuing Professional Development) course which is a one-day course that you can do to help you specialise in a certain field. This will allow you to offer your services at a higher price because now you will have more to offer as a PT.

- Be on top of your nutritional advice. Clients always ask their personal trainers what food should they eat because they work hard in the gym but their diet is unhealthy outside of the gym. If you are unable to give nutritional advice you risk being seen as unreliable and that

PERSONAL  
TRAINER







These are just a few ways on how you can boost your income as a personal trainer to make sure that you are getting the most out of your job. Whether it is going to multiple places to get more clients or just taking a few extra courses for your professional development, all this goes to show that there are many possibilities to make money as a personal trainer but it's surely up to you to put the work in. ●

is because a personal trainer should be able to advise their client on a healthy wholesome diet that will contribute to their overall fitness and will help them achieve their goals.

- Discounts, Discounts, Discounts! Many potential clients will ask if they will get a discount if they buy a package from you (e.g. 'If I buy 10 sessions can I get 2 more for the price of 1?'). You shouldn't get offended by these types of questions as it's the sort of industry where clients just want

to feel like they're getting a great deal for their money. Personal training is a competitive field so offering discounts could put you at a competitive advantage as others may not be offering the same discounts or not even discounts at all. Offering a better rate in the beginning or having some promos on your packages from time to time can be quite beneficial and can help you grow your client base.


- Group sessions. Another thing that you could do is sessions of 2-3 people and charge a lower

rate than if you were to train 2 or 3 people individually.

- Location, location, location. If you want to create a big client base, it is never a good idea to stay in one place because you can only get a certain amount of clients in one area. However, if you were to cover multiple locations, then you will be able to get more clients in different areas. The downfall to this however is that it will increase the amount of time that you travel but if that is not an issue for you then it could be a good option for you.

If you are interested in becoming a Personal Trainer or want more information on what it takes to start your personal training business, please call **0208 543 1017** or visit **www.discovery.uk.com**.





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The Open  
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# Settling into civilian life be better prepared with The Open University

Every year, many armed forces personnel achieve qualifications with The Open University (OU). You could be one of them...

No matter what rank you've achieved, where you've served or what trade you're in, the OU can help you to develop on a new career path. We understand that getting ready for a new career in civvy street can be a daunting prospect. Rest assured that our qualifications can help you to feel better prepared and gain the kind of knowledge and skills that employers are looking for.

*"Studying with the OU was flexible, manageable and interesting, exactly what I was looking for. The study materials were always of a very high standard, and the tutors were excellent. Always willing to help and never more than a quick email or phone call away, it is the quality of the tutors which really make the OU experience work."*  
Flight Lt James Coulman

## A FLEXIBLE, PRACTICAL OPTION

Back in March 2016, the OU signed The Corporate Covenant; underlining our commitment to the Armed Forces and pledging to continue supporting servicemen and women with access to flexible higher education. You'll find that the flexible distance learning and practical support we offer makes our service ideal for you as a member of the Forces. You can choose from over 600

OU modules across a wide range of subjects and levels, so whatever career you have in mind, or however you want to challenge yourself, there's sure to be a choice to help you.

Here are five reasons to talk to us about getting a qualification to help you onto the next stage of your journey.

### 1. EARN A VALUABLE QUALIFICATION WHEREVER YOU'RE STATIONED

Of course, you won't always know where or when you can do your learning, which is where our practical approach comes in. You can study on your computer, tablet or smart phone, so you can adapt your schedule around your commitments. You'll find that our learning content is varied and interactive – it's designed to be engaging as well as useful.

Depending on the qualification or the course you choose, you'll come across people from different industries and backgrounds in our online forums and discussion groups. You may even be able to make useful connections for career opportunities.

### 2. MAKE A MORE AFFORDABLE CHOICE

As you're in the Armed Forces, you may be eligible for financial support (whatever you choose to

study). Our courses can be wholly or partly financed by Enhanced Learning Credits (ELCs). To find out more, [openuniversity.co.uk/elcs](http://openuniversity.co.uk/elcs)

### 3. ENJOY SUPPORT AT EVERY STAGE

With almost 50 years of teaching experience behind us, we can say with confidence that we truly understand how adults learn. We also pride ourselves on quality teaching and on providing support at every stage, whether that's from our tutors – most of whom work in industry – or from our professional careers and education advisers to support your OU study choices and career planning. What's more, the vast majority of our courses have no entry requirements.

### 4. IT'S ABOUT MORE THAN JUST THE LEARNING

Another advantage of choosing the OU is that you'll also gain a deep learning experience that's well recognised for how it stretches people to achieve more. Many employers recognise this benefit of studying with the OU.

### 5. GET ALL THIS PEACE OF MIND

We've worked closely with the MOD for a long time, supporting in-service education and training. More than 1,500 service personnel and their dependents are currently studying with us.

More than 80% of FTSE 100 companies have also trained their staff with us. There's more reassurance too – the OU is the world's leading provider of online learning. Our business school is one of the largest in the world to be triple-accredited and we're world leaders in STEM (Science, Technology, Engineering and Mathematics) teaching and research. You can come away with a respected degree – and an inspiring, challenging, rewarding experience that you won't find anywhere else.

### SO WHAT COURSE ARE YOU LOOKING FOR?

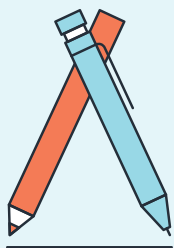
When you browse through our courses, you'll see that they're available at a number of different levels, from short free courses to degrees and beyond. To find out more about how the OU could help you broaden your career horizons or become better equipped for civilian life, visit [openuniversity.co.uk/easyresettlement](http://openuniversity.co.uk/easyresettlement). ●



# The MoD Enhanced Learning Credits Scheme

The MOD's Enhanced Learning Credits Scheme (ELC) promotes lifelong learning amongst members of the Armed Forces.

**T**he scheme provides financial support in the form of a single up-front payment in each of a maximum of three separate financial years. You are reminded that ELC funding is only available for pursuit of higher level learning i.e. for courses that result in a nationally recognised qualification at Level three or above on the National Qualifications Framework (NQF) (England, Northern Ireland and Wales), a Level six or above on the Scottish Credit and Qualifications Framework (SCQF) or, if pursued overseas, an approved international equivalent qualification with an approved learning provider.



## Getting Started: How does it work?

1. There are several stages to the ELC process. Full information is set out in Joint Service Publications (JSP) 822.
2. First you must have already been registered to become a Scheme Member and have accrued a sufficient amount of service before you can submit a claim. If you are still serving speak to your local Education Staff as they will be able to check your entitlement for you. If you have left the forces contact ELCAS as they can make the appropriate checks.
3. Have a look at Service Personnel Claiming ELC or Service Leaver Claiming ELC respectively as these pages will tell you how to make your claim.
4. Finally you must complete your Course Evaluation via the Member's Area. Please note that further claims cannot be processed until the evaluation has been completed.



# Claim Process to be Followed by Learners and Learning Providers

**ONE.** Learner identifies course of learning in liaison with Approved Learning Provider

**TWO.** Learner completes ELC ClaimForm (form ELC 005.01)

**THREE.** Learner submits Claim Form (form ELC 005.01) to commanding Officer and Education Staff for approval

**FOUR.** Claim Form sent to ELCAS for processing or Authorised Education Officer processes claim online

**FIVE.** ELCAS checks eligibility of Learner to claim an ELC via ELCAS database or education Officer checks via online system

**SIX.** ELCAS or Education Officer process and approve Claim and sends Learner a CLAIM AUTHORISATION NOTE (CAN form ELC 005.02)

**SEVEN.** Learner books course of learning with the Learner Provider, pays 20% personal contribution/deposit and passes the CAN (form ELC 005.02) to the Learning Provider as authority to proceed

**EIGHT.** Learning Provider sends invoice addressed to Director General Financial Management Shared Service Centre to ELCAS (after course start date)

**NINE.** Within 15 working days of receiving an invoice ELCAS checks invoice against approved Claim record and passes to relevant MoD Budget Manager. The Budget Manager authorises the data and then passes on to the Director General Financial Management Shared Service Centre for Payment.

**TEN.** MoD Director General Financial Management Shared Service Centre makes payment to Learning Provider and issues a remittance. (Please note that once DGFM SSC received payment instruction it may take 30 days for payment to be made).

## FURTHER INFORMATION

*If claim is rejected in step three return to step one and if rejected in step five then please return to step five.*

*Invoices for unauthorised claims and/or missing the required information returned to the learning provider.*

## Claiming

Before being eligible to make an ELC claim, individual scheme members must have completed not less than six years eligible service (lower tier).

If you have completed four years qualifying service prior to 1st April 2017, please read JSP 822. The lower tier of funding is up to £1,000 per claim instalment and the higher tier (eight years service) is up to £2,000 per claim instalment. Only service accumulated since 1st April 2000, may be counted as eligible service for the purpose of the ELC Scheme.

You are entitled to make three ELC claims in total. You can only make one claim per financial year (1 April – 31 March), however if you have served between 6 and 8 years you are eligible to aggregate all three claims together. As the expiration date of your claims is dependent upon many factors please read JSP 822. If you are claiming in the last year of scheme eligibility, study must commence before scheme expiry date.

If you are in your qualifying resettlement phase you may be eligible to claim under the Joint Funding Initiative (PF FE/HE Scheme). For the full details and to check the eligibility rules, please view the Serving Personnel/Claiming Publicly Funded FE/HE page.

# Claiming ELC Funding

You are required to read this page if you are in service or ex-service and are looking at claiming on the ELC Scheme.

Before registering for any learning activity serving personnel must get authorisation from their line manager and Education Staff to ensure that their chosen course meets the MOD requirements for ELC funding. Ex-Service personnel must get authorisation from their Single Service Representative.



### ONE.

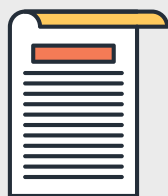
You fully must research both the Provider that you choose and the course that you wish to study.

*Please note that providers may move on and off the approved list and so it is advisable to check your provider is approved before you undertake any claim.*

### TWO.

ELC funding is only available for courses that result in a Nationally Recognised Qualification at level three or above on the National Qualification Framework or level six or above on the Scottish Credit and Qualifications Framework. Just because an organisation is listed as an Approved Provider does not mean that all of their courses are of the required level.

*TOP TIP: The course must be listed as an approved course (on the ELCAS website) for your chosen Learning Provider. You can verify this information by viewing the Searching for a Learning Provider page.*



### THREE.

You must present your Claim Authorisation Note (CAN) to your chosen Provider before your course start date. If for any reason you do not undertake the course you must submit a request to cancel/reinstate the claim. Failure to do so may result in the loss of Scheme Membership, which will prevent any future claims.

### FOUR.

You must ensure that you fully research the course and the requirements prior to submitting a claim for ELC funding. Claimants need to be aware of the implications of cancelling or withdrawing from a course of study funded by ELC. Always consult Education Staff before doing either in the first instance, because it can have a serious effect on future ELC eligibility. (See cancellation/reinstatement section).

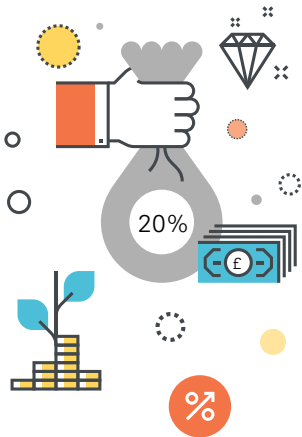


### FIVE.

The proposed learning activity must be of benefit to the Service. Applicants are required to demonstrate that their proposed course of study is as a result of careful planning (use Personal Development Records).







#### SIX.

You must make a personal contribution of at least 20% from your own resources towards the total course cost. You will also be responsible for any costs associated with food, accommodation, course books, material, travel and subsistence. **BE AWARE:** MOD rules strictly forbid the acceptance of inducements or incentives from providers including subsidies, free accommodation, travel and equipment. Learners who breach these rules risk forfeiting their ELC membership.



#### SEVEN.

If you are making a second or third claim you must first ensure that you have completed the Evaluation Form via the Member's Area for all previous ELC funded courses. You must also provide documentary evidence to demonstrate that you have completed previous courses to your Education Staff. **TOP TIP:** MOD and ELCAS rely on accurate completion of evaluation forms to help us assess Learning Provider performance. Please help your fellow claimants to access the best possible learning provision by providing timely and accurate evaluation feedback.

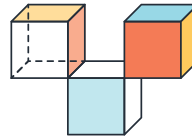


#### EIGHT.

If undertaking courses in quick succession it may be necessary to submit a claim for a second or third course before the previous course has ended. In these cases the Course Evaluation Form can be submitted when you have completed enough study to effectively evaluate the Provider.

#### NINE.

If your course is split into modules, list each module you are claiming for. However, for longer courses of study such as degree level, where the academic year is out of synch with the financial year, it is permissible to use one claim for several modules which count towards a continuous and recognised block of study which may extend into or start in the next financial year. **TOP TIP:** You must refer to the Joint Service Publications (JSP) 822.



#### TEN.

Retrospective ELC claims are not permitted. Claim forms must be received by your Education Staff at least 25 clear working days prior to the course start date. You must ensure that you have enough time to receive the Claim Authorisation Note to present to your chosen provider before the course starts. (Please note that for courses with Open University the CAN must be presented to them by the final course registration date). **You should not set up a loan/credit agreement for the full cost of the course under any circumstances.**



## Eligible Service Personnel

### PROCEDURE FOR ELIGIBLE SERVICE PERSONNEL

Please note that the following information must be submitted to your Education Staff (in paper or electronic format) a minimum of 25 working days prior to your course start date/registration date:

- Fully completed claim form.
- Full information about the course that you wish to undertake and include details of your registration date where applicable
- On receipt of your Claim Authorisation Note (CAN), you must present it to your chosen Learning Provider before the course is due to start.

## Choosing Your Learning Provider

A key stage of making a claim is choosing a suitable learning activity and Provider.

Your chosen organisation must be an ELC Approved Provider. For claims including an element of PF FEHE

funding your chosen organisation must also be a PF FEHE approved provider. Use only the comprehensive list of Approved Providers available via the search engine by visiting [www.enhancedlearningcredits.com/learning-provider/provider-search](http://www.enhancedlearningcredits.com/learning-provider/provider-search)

The easiest way to identify a suitable provider is to use the search filters available. Using

these results you can then either refine your search to take into account other factors or you can explore the individual provider websites through the links provided. This search engine facility also allows searches for PF FEHE approved providers, Approved Learning Providers by name, The Geographic Area, Course Title, and/or Delivery Method. Please note that when searching for Learning Providers offering distance learning you should not search by geographic location. •



## Single Service Representatives

Personnel should only contact their Single Service Representative (SSR) if they have been unable to find the answer to their query on the website and the FAQs page.

### AMENDING, CANCELLING & REINSTATING A CLAIM

All Learners wishing to withdraw from their chosen learning activity should contact their designated Education Staff. Learners are reminded that re-instatement of an ELC instalment is only permitted for those who have to withdraw from a course of study because of operational or compassionate circumstances. Further details can be found in JSP 822.

Individuals who give up a course through lack of commitment will not be considered for reinstatement of an ELC

instalment. This also applies if they withdraw because the course did not meet their expectations.

Scheme members who request a reinstatement under such circumstances risk forfeiting their ELC instalment and membership eligibility of the ELC scheme.

If ELCAS has already generated a payment file for the learning activity then the Learner should follow the Single Service reinstatement procedure NOT the cancellation procedure. Outlines of these procedures along with the necessary forms are available through the links from this page. •

### LEARNERS WISHING TO AMEND THEIR CLAIM DETAILS SHOULD FOLLOW THE GUIDANCE BELOW:

CHANGE OF DETAILS	PROCESS TO FOLLOW
Change of course start date (up to three months)	Amendment
Change of course start date (greater than three months)	Cancellation/Reinstatement
Change of course end date	Ed Staff/Line Manager to agree. ELCAS do not need to be informed
Change of course costs (total, ELC grant or contribution value)	Amendment
Change of course costs from lower tier to higher tier (claim form signed prior to claimant becoming eligible at higher tier rate)	Cancellation
Addition or Deletion of a module from an overall course (only to be permitted where resultant course still fulfils eligibility criteria)	Amendment
Change of course	Cancellation/Reinstatement
Change of Provider	Cancellation/Reinstatement
Change of course code	Amendment
N.B All amendments must be received by ELCAS in writing (email, fax or letter) from a member of Education Staff who is authorised to sign off claims.	

### Points to note when booking your course

Please note that although the Learning Provider as an organisation may be Approved you must still ensure that the specific course has been approved by MOD. Only MoD approved courses will appear on the Provider's course listing on the ELCAS website Learning Provider Search Engine.

If you are not happy that your chosen Learning Provider is following the ELC scheme policies, please detail your complaint in writing via your Education Staff or Single Service Representative.

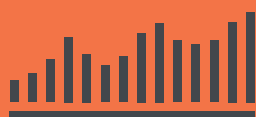
## Publicly Funded Further Education, Higher Education (PF FE, HE)

### BACKGROUND

The Publicly Funded Further Education/Higher Education scheme provides Service Leavers and Service Personnel in their qualifying resettlement phase with access to a first full Level three (GCE A level or vocational equivalent), or a first higher education qualification (a foundation degree or a first undergraduate degree or equivalent) free from tuition fees.

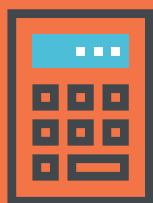
If a Service Personnel has obtained 120 credits this would result in a Higher Education qualification and makes them not applicable for this scheme. MOD and the relevant national education authority in England, Scotland, Wales and Northern Ireland pay for the tuition fees in full rather than the individual making a contribution towards the cost.

Before making an application, Service Leavers are advised to



first check the national position on existing support with the relevant national education authority (e.g. in England BIS or SFA). There may already be existing 'free' provision by another route e.g. those aged 25 years or under are already entitled to a first level 3 in England; free entitlement for all who fulfil the residency requirements on degree/HND level courses in Scotland; Welsh residents also attract some support for FE and HE provision. It makes sense for SL to explore alternative routes before considering support and access through the ELC 'top up' scheme, but there are safety measures in place to prevent any possibility of double funding.

**CLAIMANTS PLEASE NOTE: YOU ARE REQUIRED TO SUBMIT A CLAIM FOR EACH ACADEMIC YEAR OF THE COURSE. ONLY ONE YEAR OF STUDY SHOULD BE ENTERED ONTO EACH CLAIM FORM.**



## Changes to Enhanced Learning Credits and Further Education and Higher Education Schemes

Since 01 April 2016 the Enhanced Learning Credits (ELC) and Further Education and Higher Education schemes have changed, including the introduction of auto-enrolment of all current Service Personnel. The MOD promotes lifelong learning among members of the Armed Forces, and this is encouraged through the Learning Credit schemes. The aim of the changes to the schemes are to make ELC easier to use and more accessible to all current Service Personnel (through auto-enrolment); and to enable them to make use of ELC to enhance personal and professional qualifications in a more flexible way, both while serving and to aid career transition from the Service. Under the ELC and FEHE schemes qualifying Service Personnel (SP) and Service Leavers (SL) receive financial help with the cost of learning. ELC allows a single payment in each of a maximum of three separate financial years; or now a single, aggregated lower tier payment. The FEHE scheme provides full tuition fees for eligible SL undertaking their first further or higher level qualification. The level of funding will remain the same, with an ELC lower

tier of up to 3 payments of up to £1000 in 3 separate financial years and a higher tier of up to 3 payments of up to £2000 in 3 separate financial years. SP and SL are eligible for up to 3 payments. FEHE will continue to pay in full for a first qualification from Level 3 (2 x A Levels or equivalent) up to undergraduate degree level.



## Eligibility Rules

### IN ORDER TO TAKE ADVANTAGE OF THE SUPPORT CLAIMANTS MUST:

- Have previously joined the Enhanced Learning Credit (ELC) scheme and have completed six years eligible service (four years qualifying service prior to the 1st April 2017).
- Only apply for a first eligible FE/HE qualification at the level for which they are academically qualified to enter learning on leaving the Service.
- Have not already obtained 120 credits.
- Have left the Service or entered their qualifying resettlement

- phase on or after 17 July 2008.
- Meet UK's residency requirements to qualify for full state subsidy.
- Be undertaking at least the equivalent of 25% of a full time course.
- Undertake learning with an approved provider listed on the ELCAS website as a PF FEHE provider and ensure the chosen course is designated for student support.
- The course of study must be completed prior to the period of entitlement ending.

### QUALIFICATION LEVEL

- This commitment will provide access, free from tuition fees, for your: **First Level three or national equivalent.** This refers to a first full Level three i.e. the achievement of two GCE A levels (A2) (passes at A-E) or vocational equivalent as defined by the National Qualifications Framework (NQF) or the Qualifications and Credit Framework (QCF) (England, Northern Ireland and Wales); or in Scotland a Level six qualification (SVQ Level three on the Scottish Credit and Qualifications Framework (SCQF).
- Or a first foundation degree or first full undergraduate degree or national equivalent. Typically to be eligible for this support, the

- higher education qualifications would be at levels four-six of the Framework for Higher Education and Qualifications in England, Wales and Northern Ireland (FHEQ) eg: a first undergraduate degree (including foundation degree) or Higher National Certificate or Diploma for which the entry qualification is lower than a degree and which normally takes place at a publicly funded institution.
- In Scotland the equivalent qualification is a Higher National Certificate (HNC), Higher National Diploma (HND) or a first undergraduate degree, undertaken at a further education college (FE college) or a higher education institution (HEI).



The key changes to the schemes are as follows:

- All Service Personnel (SP) currently in service will be auto-enrolled to be eligible for both Schemes, as will future SP on completion of Phase 1 training
- A new ELC payment has been created: an aggregated lower tier payment, a single payment of up to £3000 for those with 6 or more years of qualifying service completed on or after 1 Apr 16, which will count as all 3 payments.
- The qualifying service required for lower tier payments and FEHE will increase from 4 to 6

years from 1 Apr 2017. SP who have already accumulated 4 years qualifying service before 1 Apr 2017 will keep their entitlement to use lower tier payments and FEHE.

- Post service access to ELC and FEHE, for all those leaving on or after 1 Apr 2016, will be reduced to 5 years.
- Those who left between 1 Apr 11 and 31 Mar 16 (both dates inclusive) will have until 31 Mar 21 to use ELC or FEHE – 5 years from now. Anyone who left before 01 April 2011 will retain 10 years of post-service access.



### CLAIMING

- Firstly read the Joint Service Publication (JSP) 822 and ensure you meet the eligibility criteria.
- Complete the PF FE/HE claim form (paper/electronic) and submit it to your Education Staff a minimum of 25 working days prior to your course start date/registration date.
- Check the ELCAS website of approved PF FE/HE providers – Publicly Funded FE/HE providers for the purpose of this support will be highlighted and ensure the chosen course is designated for student support.
- Provide Evidence of your last day of Service which can be one of the following: - copy of your discharge document, copy of P45 terminating employment,

document stamped by regiment confirming leaving date (see notes below).

- Provide a copy of a utility bill showing your home address.
- Submit full information about the course that you wish to undertake and include details of your registration date where applicable.
- If wishing to use a new provider ensure they will be eligible to participate in this scheme (they must deliver Publicly Funded FE/HE) and ask them to apply for approved provider status as per the information on the Learning Provider/Responsibilities page of the ELC website.
- As with the current ELC scheme – try not to leave everything to the last minute. Allow time

## Single Service Representatives (SSR) Contact Details

Service Representative (SSR) if you have been unable to find the answer to your query on the website and the FAQs page, contact;

### ELC MANAGER

Mailpoint 3.3  
Leach Building, Whale Island  
HMS Excellent  
Portsmouth  
PO2 8BY  
Tel: 02392 625954  
Email: NAVYTRGHQ-EL3RRESETSO3C@mod.uk

### ARMY

Learning Credit Scheme (LCS)  
Manager  
Education Branch Zone 4, Floor 2,  
Army Personnel Services Group,  
Home Command  
Ramillies Building, Army HQ  
Monxton Road, Andover  
SP11 8HJ  
Tel: 01264 381580  
Email: elc@detsa.co.uk  
The Army ELC helpline is open  
Wednesday 0930-1230

### ROYAL AIR FORCE

Learning Credits Administrator  
Accreditation and Education Wing  
RAF Central Training School  
HQ 22 TrgGp  
Room 221B  
Trenchard Hall  
RAF College Cranwell  
NG34 8HB  
Tel: 01400 268 183  
Email: 22TrgGp-CTS-AandEWg-LCA@mod.uk

### CONTACT US

If you are out of the services please ensure you send your claim form and required documents to your Single Service Representative and not ELCAS. You can view their details by visiting the Service Leaver Claiming ELC page.

### ELCAS CONTACT DETAILS

ELCAS  
Basepoint Business Centres  
Tewkesbury Business Park  
Oakfield Close  
Tewkesbury  
Gloucestershire  
GL20 8SD

elcas@m-assessment.com  
UK: 0845 3005179  
Overseas: 0044 191 442 8196  
Lines open 09:00 – 17:00  
Monday to Friday  
excluding bank holidays



for any new providers to be accepted onto the scheme. This can be a lengthy process. Once accepted you can submit your application.

- Remember! If you are submitting your second or third claim, you must complete your previous claim evaluation form online via accessing your Member's Area.

If you have any questions with regards to the above, then please discuss with your Single Service Representative.

Submit all necessary documentation to your Single Service Representative (address details above).

RAF Personnel can request a copy of their discharge document from the RAF Disclosures team at [www.raf.mod.uk/links/contacts.cfm](http://www.raf.mod.uk/links/contacts.cfm).

Army Personnel can request details of discharge dates from the Army Personnel Centre – phone number **0845 6009663**.

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### FOR MORE INFORMATION

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e-mail: [Navypers-resfftpa@mod.uk](mailto:Navypers-resfftpa@mod.uk)

access: 2015DIN 01 – 213



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